LIBRARIES

CONNECT

COMMUNITIES

Public Library Funding & Technology Access Study 2007–2008

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Executive Brief

The State of Technology and Funding in U.S. Public Libraries in 2008

Libraries Connect Communities: Public Library Funding and Technology Access Study 2007–2008 marks the second year of the study, funded by the Bill and Melinda Gates Foundation and the American Library Association (ALA), and continues the research of previous surveys conducted by John Carlo Bertot and Charles R. McClure, with others, since 1994.[1] The study presents national and state data gathered through three integrated approaches: a national survey that collected information about public library Internet connectivity, use, services, funding and sustainability issues; a questionnaire sent to the Chief Officers of State Library Agencies (COSLA); and focus groups and site visits held in four states: New York, North Carolina, Pennsylvania and Virginia.

This year's study reinforces a key finding from 2006–2007: Library infrastructure (staffing, space and bandwidth) is being stretched to capacity. This year's report expands our understanding regarding the strain on public libraries to provide public access to the Internet and other technology, and sounds a warning about the long-term sustainability and future quality of free public access to the Internet and other technology in our nation's libraries. Report highlights include:

- Libraries serve a unique and important role in providing free access to all types of information and telecommunications services. The demand for such services has increased significantly with growing need for access to digital and online information—including e-government, continuing education and employment opportunities. Almost 73 percent of libraries report they are the ***only*** source of free access to computers and the Internet in their communities.
- Funding data indicate volatility in how libraries support this public technology access. Even libraries with historically stable funding are experiencing flat levels of local funding, and have reacted to this by shifting to soft funding sources (fees/fines, donations, grants, etc.) as a way to support public access computing services. Local government revenue and "other" (soft funding) account for nearly 90 percent of overall public library funding.[2]
- Staffing levels are not keeping pace with patron demand—both for those staff who provide training and other direct patron services, as well as for those staff who maintain the information technology infrastructure. Libraries cite the need for greater staff expertise and availability as a barrier to being able to support and manage public access technologies.
- An increase in the number of libraries reporting connection speeds greater than 769 kbps (up 11 percent from last year) is tempered by the vast majority of libraries (75 percent) who report their wireless and desktop computers share the same network, thus diminishing the effective speed of access to the Internet at the workstation. Further, libraries are not moving above the 1.5 Mbps speed as had been anticipated during 2006–2007.

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1. Information about the reports from the 1994–2006 studies is available at http://www.ii.fsu.edu/plInternet.
2. National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008–301). Washington, DC: NCES, 2007. http://nces.ed.gov/pubs2008/2008301.pdf.

- Public access Internet services (including homework resources, e-books, audio and video) grew dramatically over the past year. These resources provide far more options for library patrons to use inside the library and remotely from home, work and school, but also impact the library's public services and technology infrastructure.
- Many library buildings, inadequate in terms of space and infrastructure (e.g., wiring and cabling), cannot support additional public access computers and technology infrastructure.

The interconnectedness of funding, staffing, buildings and maintenance cannot be underestimated, as all have a direct impact on the amount and quality of public access technology services that public libraries can provide to their patrons.

KEY FINDINGS

For some library users and supporters, library technology is defined simply as a working computer on a desk with Internet access and a printer. Anyone working in a public library, however, knows that simple definition inadequately describes the range of technology infrastructure support needed to provide current public access computing. A range of issues detailed in this report require attention to maintain and improve technology access, and can be dangerous if ignored.

The last decade has seen steady growth in the integration of public access computing services within libraries. Public libraries provide an impressive array of services that are critical to the communities they serve, but the underlying support needed to maintain and improve these services has been lagging for many U.S. public libraries. As libraries introduce more computers and more robust technology-based services, keeping up with patron demand is an ongoing challenge.

Funding Remains Flat for Many Public Libraries

> **"Money is going to be tight. There'll be more pressure to do more with less as we've been doing."**

Between 2006–2007 and 2007–2008, overall budgets have remained level for most libraries. Although libraries experienced an average annual increase of 4 percent in operating funds from 1996–2005,[3] preliminary national data suggest decreases during fiscal year 2006 in both library expenditures and their distribution. Indications are that individual libraries have experienced a shifting of expenditures away from collections to other line items (e.g., technology, utilities, building maintenance).[4] Redistributing existing resources to other types of expenditures is not uncommon, especially with staffing expenses being the most inflexible of library expenditures. In a 2006 ALA study on funding,[5] libraries reported that when operating budgets decline, reductions in staff, services and collections follow this pattern, in priority of order of cuts:

1. Materials (average of 68.3 percent of libraries responding)
2. Staffing (average of 41.6 percent of libraries responding)
3. Hours open (average of 24.6 percent of libraries responding)
4. Electronic access (12.6 percent of libraries responding)

3. National Center for Education Statistics. *Public Libraries in the United States* (FY1996-2005). http://www.nces.ed.gov/pubsearch/getpubcats.asp?sid=041#. Note: Beginning in fall 2007, the Institute of Museum and Library Services (IMLS) began publishing the *Public Libraries in the Unites States* reports. Individual reports are now online at http://harvester.census.gov/imls/pubs/pls/index.asp.
4. Institute of Museum and Library Services. Compare Public Libraries, Fiscal Year 2006 [online search tool of public library data]. http://harvester.census.gov/imls/compare/index.asp.
5. American Library Association. Office for Research & Statistics. *Funding Issues in U.S. Public Libraries, Fiscal Years 2003–2006*. (2006). http://www.ala.org/ala/ors/reports/fundingissuesinuspls.pdf.

When scrutinized at a local level, expenditures varied much more than could be discerned at the national level. For instance, when comparing anticipated FY2007 operating expenditures reported in the 2006–2007 *Public Library Funding and Technology Access Study* (PLFTAS)[6] with actual expenditures in this year's study, it is apparent that projected expenditures were *not* realized. Overall operating expenditures fell short of anticipated levels by 15.5 percent, and varied by specific expenditure type from those anticipated by as much 20 percent:

- 20 percent below anticipated expenditures for salaries
- 0.8 percent below anticipated expenditures for collections
- 12.5 percent above anticipated expenditures for other expenditures

Libraries reported actual spending of about 58 percent of operating budgets on salaries in FY2007 and about 26 percent of the operating budget on "other" expenditures—building maintenance, technology, utilities, etc. In addition to the steady shift of expenditures away from collections to "other," it appears we may be starting to see a shift away from salaries to "other" expenditures, as well.

In this year's questionnaire to COSLA, a majority of state libraries reported level or modest increases in state funding for public libraries in FY2007, similar to previous years. Coupled with the 2006 ALA study on funding, such spending suggests that public libraries have been grappling with declining purchasing power since as early as 2003. State funding makes up about 10 percent of public library operating revenue. Half of state libraries estimated flat or 1–2 percent increases in *overall* funding for public libraries, and 28.6 percent estimated overall funding growth at 5–10 percent. The extent to which these gains can be sustained given the recent economic downturn remains unclear.

While the detailed financial data section of this study provides more in–depth information, it is important to note that a greater reliance on non-tax sources of funding and a larger proportion of expenditures shifting toward "other" line items and away from staff and collections expenditures are important trends to watch. These are key questions to track when the national public library data (Institute of Museum and Library Services) are reported for FY2007.

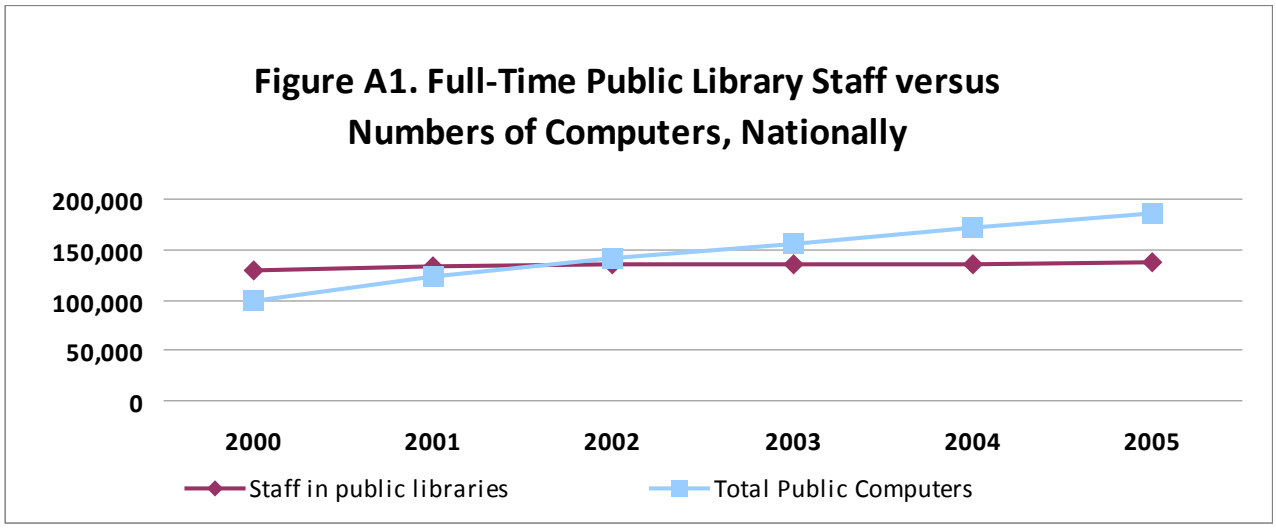
Staffing at a Standstill

> **"The technology was brought in, and a whole new service created, without additional staff. It was just double the work for no more money, you know."**

Library staff members at all levels play vital intermediary roles in supporting, managing and maintaining public access to computers and the Internet. For first-time users, a computer is only as good as the library staff available to orient them—including how to use a mouse, how to open an email account and how to search the Internet effectively. In addition to the one-on-one assistance offered in all libraries, almost three-quarters of libraries (73.4 percent) offer information technology training for library patrons. More library staff report they are scheduling one-hour sessions with patrons to orient them to the broad range of skills necessary to do research, find jobs or apply for government assistance. Many librarians report that applying for jobs and government services are among the most staff-intensive patron Internet needs.

Another impact on front-line staff is evident in the high percentage of libraries reporting that managing time limits imposed on patron use of workstations has to be done manually. Close to half (45.9 percent) of all public libraries and 63.6 percent of rural libraries manage computer time limits with paper lists and taps on the shoulder. Not only is this labor intensive, but many library staff reported that it is the most stressful

6. *Libraries Connect Communities: Public Library Funding & Technology Access Study 2006–2007*. Chicago: American Library Association, 2007. http://www.ala.org/ala/ors/plftas/0607report.cfm.



Source: National Center for Education Statistics. *Public Libraries in the United States (fiscal years 2000–2005). http://nces.ed.gov/pubsearch/getpubcats.asp?sid=041#*

task that they perform. Libraries increasingly are turning to software solutions that allow users to reserve access to a computer and/or automatically cut off Internet sessions without staff intervention. While all library staff interviewed prefer this time management method, they agree that it adds a level of complexity to the computing environment, and implementation snags are common.

While the reported average is about 50 percent, some library staff, particularly those on library reference desks and in libraries that manually manage computer time limits, estimate that as much as 80 percent of their time is spent in any given day on technology-related tasks.

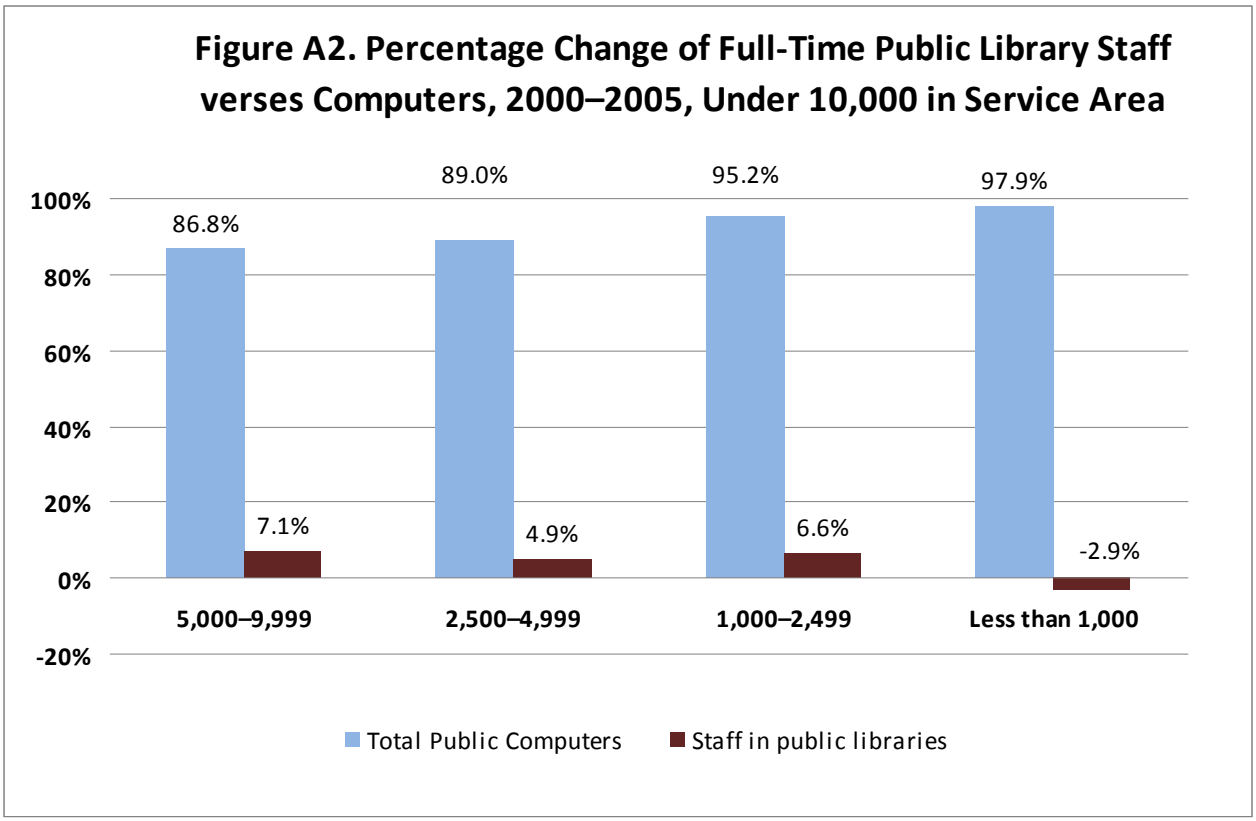
Beyond direct patron assistance and training, library technical staff develop technology plans and hardware replacement schedules; build and support integrated library systems for circulation, cataloging, online public access catalog, acquisitions and computer management; troubleshoot hardware, software and telecommunications networks; select, purchase and organize databases and other electronic resources for patron use; plan for and negotiate telecommunications networks; build and update library Web pages; raise awareness of new Internet services...and more.

Like additional cars on the interstate, additional computers and Internet services in libraries contribute to the "traffic" and create additional demands for staff to orient patrons and mediate public access to these resources. Along with an 86 percent increase in the number of computers in U.S. public libraries, there was an 18.6 percent increase in library visits from 1.15 billion in 2000 to 1.36 billion in 2005. The number of full-time equivalent (FTE) staff grew only 6 percent over the same time period.[7]

When examined by population service size, the impact on the smallest public libraries (serving fewer than 10,000 residents) is even stronger. Libraries serving fewer than 1,000 residents saw the greatest percentage increase in the number of public computers (up 98 percent), along with a **decline** in the number of FTE staff (-3 percent).

Responding to an open-ended question about the three most significant challenges libraries face in maintaining their public access computers and Internet access, adequate staffing topped the list, closely followed by financial concerns and computer maintenance and management. These challenges included staff skill levels and training needs, availability of IT staff support and overall inadequate staff levels. Rural libraries (65.2 percent) were more likely to name the need for more staff as their top challenge, when compared with their suburban (60.5 percent) and urban (44.4 percent) counterparts.

7. National Center for Education Statistics. *Public Libraries in the United States* (FY2000–2005). http://www.nces.ed.gov/pubsearch/getpubcats.asp?sid=041#.



Staff Training Needs Outpace Supply

> **"I really wish there was an easier way to get the technology and training. We teach ourselves, and we try to help each other. It should be easier."**

The impact on staff to support the increasing services is often expressed with frustration. There is a limited amount of time for staff to train themselves on the new technology-based services offered to the public, as well as the time to adequately support their patrons' needs for training and instruction.

With almost 60 percent of libraries staffed by fewer than five full-time staff members,[8] the difficulty of providing coverage for staff to receive training elsewhere is a challenge often compounded by long travel times for rural library staff. Scheduling time for in-library training is also complicated, especially when there is little overlap time in schedules for part-time and full-time staff.

In the questionnaire to COSLA, about 90 percent reported offering some formal training to public library staff in six categories that build skills in funding, public awareness and/or management of technology in libraries. Technology planning (34 percent) was most likely to be offered at least once a year, followed by advocacy/marketing (22 percent) and technology evaluation (19 percent).

IT Support Lags

> **"It comes down to me. I'm learning as I go. I've waited up to a week to get a computer hard drive fixed by county IT staff."**

The need for dedicated technology support staff was identified as one of three main themes that emerged from the 2006–2007 study, and this need continues unresolved, as evidenced by data collected during the

8. National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2007. http://nces.ed.gov/pubs2008/2008301.pdf.

current study. In fact, for the first time, the 2007–2008 survey asked who provides information technology (IT) support (e.g., troubleshooting desktop issues, Internet connectivity, the library Web page) for the library. The three most common types of support reported were:

- Building-based staff, not trained as an IT specialist (39.6 percent)
- System-level IT staff (38.5 percent)
- Outside vendor or contractor (30 percent)

The disparities are once again pronounced between urban and rural libraries, however. Rural libraries are far more likely than urban libraries to depend on librarians or other library staff who are not trained in IT (44.1 percent) and on outside vendors (36.3 percent)—or even volunteers (14.4 percent)—to support their technology. Urban libraries are most likely to have system-level IT staff (76 percent).

One source of IT support for about 21 percent of urban libraries and 16 percent of suburban libraries—county/city IT staff—can be both a benefit and a challenge. Several library directors reported a clash between the library's mission of providing open access to computer and Internet resources for a wide range of users and user abilities, and the typical county/city IT approach that protects data and limits access, as would be more common in an office environment. One director reported this is an issue for ongoing education and discussion—including the decisions about when to schedule live updates on the city/county network, and what may be uploaded or downloaded via library computers. Additionally, many city/county IT departments are understaffed, and libraries are one of many agencies in need of technology support.

Another complicating factor for libraries working to hire and retain IT staff is the salary available to compensate these high-demand staff. In the general population, computer and information systems managers are compensated at an average of $101,580,[9] compared with $59,974 in a public library setting.[10] The 2007 average public library director salary is $77,200.[11]

Internet Access Speeds Bump Up, Fall Short

> **"Our IT department looked at our bandwidth (1.5Mbps) and found that at 2 p.m. in the afternoon, it was slower than dial-up, we had so many people using it."**

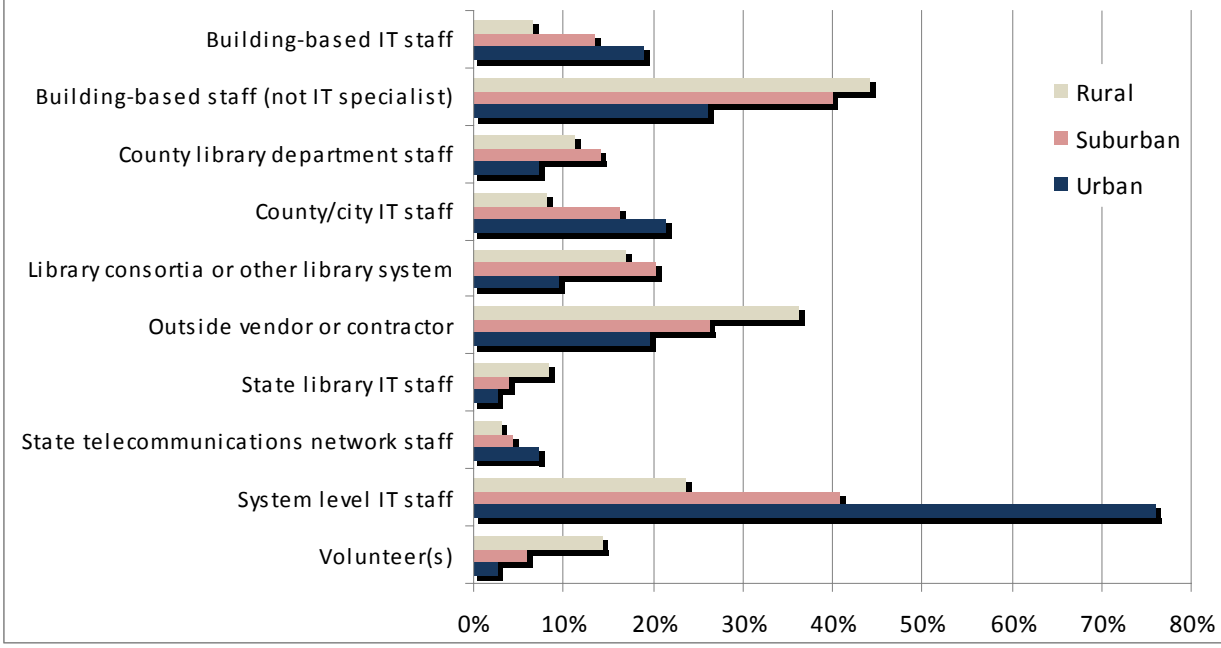
A positive development is that the number of libraries reporting connection speeds of 769 kbps or faster increased 11 percent since last year. More than half of urban libraries (51.6 percent), 42.1 percent of suburban and 32.1 percent of rural libraries now report offering a T1 connection. In the COSLA questionnaire, several state librarians suggested T1 should be the *minimum* level of connectivity for all libraries in their states. Although many libraries improved access by moving to T1 from lower speeds, there was a slight decline (about 3 percent) in the number of libraries reporting access speeds above 1.5 Mbps.

There also is evidence in the 2007–2008 study that more libraries have reached capacity in their technology infrastructure. Even with more libraries at T1 speeds, the percentage of libraries that report their connection speed is insufficient to meet patron demand some or all of the time is up about 5 percent over the 2006-2007 study. This may be attributed to shared connections between wireless and desktop computers (up 25 percent from last year), the broadband demands of online services and resources, and the continual use of library public access computers.

About 17 percent of libraries reporting in 2007-2008 had plans to increase access speeds in the coming year, up about 3 percent from the 2006-2007 study. Slightly more libraries reported that they were at their maximum connection speed available (17.1 percent compared with 16.6 percent last year), or were unable to afford additional bandwidth (21.2 percent compared with 18.1 percent last year). Proportionally, all libraries

9. U.S. Bureau of Labor Statistics. *Occupational Outlook Handbook*. 2008–09 edition.
10. American Library Association-Allied Professional Association. *ALA-APA Salary Survey 2007: A Survey of Public and Academic Library Positions Requiring an ALA-Accredited Master's Degree. Chicago: American Library Association, 2007.*
11. Ibid.

Figure A3. Public Library Outlets IT Support Sources By Metropolitan Status



(rural, suburban and urban) considered the cost of increasing access speeds to be a barrier hindering upgrades, but rural libraries (24.8 percent) disproportionately reported that they are at the maximum level of connectivity.

Although funding is a strong indicator of growth and sustainability when providing computer-based services for the public, the overall quality of these services depends heavily both on access speeds and on the adequacy of hardware—having enough computers as well as the age of those computers.

This year's study revealed that the age range for library computers in use is quite broad; libraries in all types of communities are keeping computers older than four years in use to support patron demand. When asked about key factors affecting the replacement of public access computers, 89.6 percent of libraries reported cost and 33.1 percent reported maintenance and general upkeep issues as factors. Clearly, the impact of reliance on soft funding and insufficient IT staff are recognized as growing barriers to supporting ongoing public technology access.

Internet Services Show Double-Digit Growth

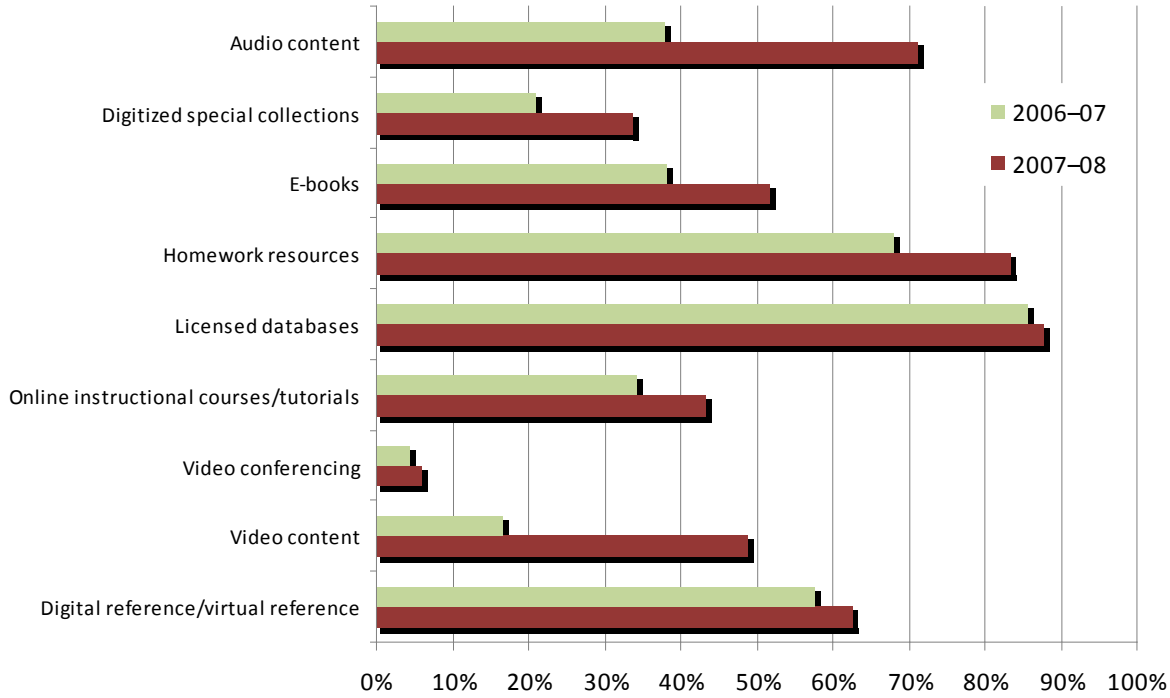
"We're not being used less; we're being used differently."

In addition to the hardware and software offered in every U.S. public library building, most libraries have created increasingly robust virtual collections of online resources via their Web sites and online catalogs. This year's survey found that nearly every category of public Internet service offered in U.S. public libraries increased—sometimes dramatically—from the 2006–2007 study.

The survey indicated double-digit growth in the availability of a range of resources in five key online services:

- Audio content increased 33 percent (from 38 to 71 percent).
- Video content is up 32 percent (from 16.6 to 48.9 percent).
- Homework resources grew 15 percent (from 68.1 to 83.4 percent).

Figure A4. Public Library Services Available to Users by 2007 and 2008



- E-book availability increased 13.5 percent (from 38.3 to 51.8 percent).
- Digitized special collections increased by almost 13 percent (from 21.1 to 33.8 percent).

Licensed databases to support education (like *World Book* and test preparation materials), business (like *Standard and Poor's*) and life interests (such as genealogy) are still the most commonly provided Internet-based services—available in 98 percent of urban libraries, 93 percent of suburban libraries and 80 percent of rural libraries.

Also of interest is that these online services grew in libraries of ***all*** sizes. Urban libraries—which generally benefit from greater Internet access speeds, dedicated technology budgets and dedicated IT staff—lead in every category of online services. But their rural counterparts reported the greatest percentage growth in offering homework resources (up 15 percent) and audio content (up 34 percent). Suburban libraries, too, increased all online services and led their counterparts in the percentage growth of online instructional courses/tutorials provision (up 13 percent).

Library staff rank the top two uses of public Internet service that are as critical to their community: education for K-12 students (78.7 percent); and job-seeking services (62.2 percent). In fact, these responses increased significantly in both categories since last year. The third most critical use is providing access to government information (55.6 percent), which has now grown larger than the service categories for providing education resources and databases for adults/continuing education services (46.9 percent) or computer and Internet skills training (37.6 percent).

In addition to providing these informational and lifelong learning resources, libraries also provide peripheral device support to library patrons. The 2007–2008 study asked about these devices for the first time and found that public libraries allow users to access and store content on USB storage devices (e.g., flash drives, portable drives) or other devices (72 percent), make use of digital camera connection and

manipulation (37.4 percent) and burn CDs/DVDs (34.7 percent).

The results and effects of these increases in online public library services are manifold. The good news is that library users who visit the library in person or virtually via its Web site have more access to more resources—many of which are unavailable or too expensive to purchase at the individual consumer level. The tradeoff is that these services often come at the expense of reduced Internet speeds, funding for other library resources and higher expectations by patrons for library staff assistance in using these resources.

Buildings and Infrastructure Further Stretched

> **"Our headquarters library is twenty years old this year, and it was built with no provision for Internet access."**

This year also marked the first increase in the number of new computers in libraries since 2002.[12] The average number of public access computers increased by 1.3 per library in 2007–2008. Urban libraries gained the most—2.7 more, now averaging 21 per library. Suburban libraries reported modest gains, adding about one computer per library and now averaging nearly 14 computers per library outlet. Rural libraries gained the least, adding only about 0.4 computers, averaging about 7.5 computers per library in 2007–2008.

For the second year, libraries reported space issues and challenges in maintaining an adequate supply of building-based electrical and IT wiring to support technology-based services. More than three-quarters of libraries (77.7 percent) reported that space limitations are a key factor when considering adding public access computers. Another 36.4 percent reported the lack of availability of electrical outlets, cabling or other infrastructure as a barrier—up from 31.2 percent in 2006–2007.

Although purchasing equipment and basic building maintenance may be paid from annual operating sources, significant building improvements are typically made from capital revenue sources. Fewer than 50 percent of public libraries benefit from capital revenue sources and most receive less than $10,000—an inadequate amount when rewiring or significant cabling is required to increase technology-based services.[13] A majority of library buildings are 25 to 50 years old, and 40 percent of library buildings are estimated to be in fair or poor condition.[14]

To respond to these challenges, many libraries have added wireless to support patrons bringing their own computers to the library or to support laptop check-out for in-library users. Libraries also reported the growing need for staff training in implementing wireless, as they continue to dedicate desktop computers to patron use, and rely on wireless laptops for training or the demonstration of new Internet services.

During site visits, a number of library directors indicated there was high demand for more workstations and wireless connectivity at their libraries. But, for the reasons noted above, such was unlikely to occur. Moreover, obtaining more workstations or wireless connectivity might only exacerbate the strain of providing technology training to users and staff, and could put even more pressure on the library's budget to purchase additional software and other resources for the workstations, as well as require additional funds to address workstation maintenance issues.

Fifty-six percent of libraries have no plans to add computers in the coming year. This, together with the issues of insufficiency of bandwidth access, ongoing challenges to fund staff support for IT and the inadequacy of building capacity and technology infrastructure, suggest the growing strain that libraries face to keep up with user demand for public access computing.

12. Bertot, J. C. and C. R. McClure. Information Use Management and Policy Institute, Florida State University. *Public Libraries and the Internet 2002: Internet Connectivity and Networked Services*. (2002). http://www.ii.fsu.edu/plinternet_reports.cfm.
13. National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2007. http://nces.ed.gov/pubs2008/2008301.pdf.
14. Chief Officers of State Libraries Agencies (COSLA), Legislative Committee, National Construction Survey, 2007. Prepared by the New Jersey State Library for COSLA.

CALL TO ACTION

There must be a greater awareness of the challenging issues facing public libraries and a renewed focus on sustainable solutions that improve the quality—as well as the quantity—of public technology access in U.S. public libraries.

Millions of people throughout the United States depend upon libraries for their access to online educational opportunities, job-seeking assistance, e-government interactions, and help in using information resources. Almost 73 percent of libraries report they are the ***only*** source of free access to computers and the Internet in their communities.

This study also revealed that public libraries indicate that their workstations are in near constant use. Although wireless access is available in almost two-thirds of libraries, there are also increased levels of service and resource demands for e-government, digital content and a range of other patron services that impose a greater load and impact on available bandwidth.

Public library advocates must focus on specific areas needing urgent attention:

- Public libraries need stable and sustainable funding for technology services. Libraries currently are shifting expenditures to cover technology costs and/or relying on "soft" (non-tax) support to fund technology. In doing so, libraries mask the impacts of funding cuts and increased operating costs—sometimes until they are literally forced to close their doors.
- Librarians and policymakers must re-think federal and state support to public libraries. Only a small portion of public library funding (0.5 percent) comes from the federal government, yet public libraries have important social roles and responsibilities to American society and overall quality of life. New strategies for national support to public libraries should be developed.
- The public library community needs to develop new models for deploying and managing technology. In addition to participating in library networks, cooperatives and consortia that leverage shared resources, libraries need to develop strategies to work with other community organizations to promote additional public access technologies. Collaboration with educational organizations, such as public schools and community colleges, other local community groups and private sector firms may produce ideas and strategies that can integrate with, extend and/or enhance public library networked services. Such collaborations can be an important component of the library's advocacy strategy, alleviate pressure on the public library as the sole provider of public access and create a more robust community-wide public access infrastructure.
- Investing in additional public library staff and staff training activities are investments in technology. The one-on-one and formal trainings offered in libraries are essential for many patrons, and for many, this is the only avenue for them to learn how to successfully use Internet-based resources for work, school and life interests. Increasingly complex networked environments also demand dedicated IT staffing.

These are only some of the most important areas where public library advocates should focus their attention. Additional suggestions and possible strategies are discussed elsewhere in this report.

The Library Funding Landscape: 2007–2008

For the second year, the *Public Library Funding and Technology Access Study* (PLFTAS)[15] asked public libraries about overall funding and financial support for public access computing services. Libraries were asked to report what they spent and from what sources the funding was derived (local, state, federal, fees/fines, grants, etc.). This level of finance detail does not exist in other national data collection initiatives, and represents the most current fiscal year actual and projected expenditures available at a national level. State funding detail is reported in additional tables available online at http://www.ii.fsu.edu/plinternet.cfm.

These data were gathered using methods in keeping with long-standing national public library data collection efforts, specifically the annual *Public Libraries in the United States* survey conducted previously by the National Center for Education Statistics (NCES) and now by the Institute of Museum and Library Services (IMLS). The 2007–2008 PLFTAS and the NCES fiscal year 2005, the year for which the most current national data are available, are presented in the box below. There is some variation in funding by source, which may be attributable to PLFTAS response rate compared with the NCES data, as well as imputing for missing item-level responses that occurs with the *Public Libraries in the United States* data file.

NCES FY2005	PLFTAS 2007-2008
81.4 percent local/county	74.7 percent local/county
9.5 percent state	12.4 percent state
0.5 percent federal	0.7 percent federal
8.4 percent other sources	12.3 percent other sources

New to the 2007–2008 PLFTAS is analysis of the finance data by population-served ranges, in addition to the historic analysis by metropolitan status and poverty level. The population-served ranges are 500,000 or more; 100,000-499,999; 25,000-99,999; 10,000-24,999; and fewer than 10,000. These ranges align with those used by the Public Library Association, a division of the American Library Association (ALA).

Challenges reporting finance data continue into the second year of this study. Survey fatigue and conflicting funding categories were the two most frequently reported barriers libraries faced in completing the finance section of the questionnaire. The 2007–2008 study did see general improvement in the number of libraries responding and a decline in the range of problems reported, despite libraries expressing concern with the detail requested in both overall finance and detailed technology-related expenditure questions. For many libraries, the funding source detail is unknown due to an aggregation of all funding into an overall operating budget, or the government finance staff that could respond to the questions had insufficient notice to respond. In other cases, libraries reported not keeping technology expenditure data in the categories of this study and had insufficient time to review and report expenditures into this study's categories. Many of these issues will likely continue, and the study team will retain the broad funding source and technology expenditure categories but will improve instructions to guide libraries to improve reporting in future study years.

Key findings that emerged from an analysis of this year's reported finance data and comparisons with data reported as part of the 2006–2007 *Public Library Funding and Technology Access Study* include:

15. *Libraries Connect Communities: Public Library Funding & Technology Access Study 2006–2007*. Chicago: American Library Association, 2007. http://www.ala.org/ala/ors/plftas/0607report.cfm.

- Expenditures are shifting. Looking at the data over multiple years, it appears there are shifts in both the source of funding and the type of expenditure. The most noticeable shifts when comparing anticipated versus actual FY2007 operating expenditures occurred with reported local/county support for salaries; donations and local fundraising for other expenditures; and an unexpected increase in federal funding directed to support salaries and collections.
- Libraries are more dependent on "soft" money (fees/fines, donations and grants) for staff salaries. This is alarming because these types of support are more volatile and can distort the true cost of library operations, positioning libraries to struggle year to year to maintain basic services when, in fact, sustainable public funding is declining.
- Suburban libraries—a segment of the library community that has historically had strong and stable local funding—anticipated continued declines in overall local/county support into FY2008, as well as declines in donations and grants directed to technology expenditures.

EXPENDITURES SHIFT

The value of collecting anticipated operating expenditures for a coming fiscal year is that, in the following year, data can be confirmed and patterns of specific expenditure variations can emerge. Although a number of unknown variables may affect anticipated and actual expenditures—such as unfilled staff positions, delays in purchasing equipment or making building improvements—understanding where variations occur is important.

Between 2006–2007 and 2007–2008, overall budgets remained level for most libraries. Although libraries experienced an average annual increase of 4 percent in operating funds from 1996 to 2005, an analysis of PLFTAS data indicates decreases in both library expenditures and a redistribution of expenditures during fiscal year 2008. Indications are that individual libraries are beginning to experience a shift of expenditures away from (print) collections and staff to other expenditures (e.g., technology, utilities, building maintenance).[16]

Figure B1. Fiscal Year 1996–2005 Annualized Percentage Change in Public Library Operating Expenditures, by Type and Population Served

Population Served	*Annualized Change in Staff Expenditures*	*Annualized Change in Collections Expenditures*	*Annualized Change in Other Expenditures*
1,000,000 or more	6.9%	8.5%	11.4%
500,000 to 999,999	6.0%	3.7%	5.4%
250,000 to 499,999	7.0%	4.2%	5.9%
100,000 to 249,999	6.5%	4.3%	5.5%
50,000 to 99,999	7.5%	4.9%	6.3%
25,000 to 49,999	7.1%	3.7%	6.9%
10,000 to 24,999	6.3%	2.8%	5.9%
5,000 to 9,999	6.1%	2.5%	5.1%
2,500 to 4,999	7.4%	3.6%	6.1%
1,000 to 2,499	7.6%	2.6%	7.5%
Less than 1,000	7.6%	3.4%	7.0%
TOTAL	6.7%	3.2%	6.1%

16. Institute of Museum and Library Services. Compare Public Libraries, Fiscal Year 2006 [online search tool of public library data]. http://harvester.census.gov/imls/compare/index.asp.

Figure B1 presents annualized percentage changes in operating expenditures between 1996–2005 reported in the National Center for Education Statistics public library reports.[17] The disproportionate increases for staff salaries and "other" expenditures (including utilities, building repair and technology) compared with collection purchasing raise an interesting question: Are the costs of salaries and benefits, as well as increases in basic utilities, eroding funds formerly directed toward collection purchases? Despite documented triple-digit increases in materials costs during this decade, far less gain in collection expenditures can be identified.[18]

◗ *Shifts in historic patterns of expenditure distributions away from collections to other expenditures continue.*

Preliminary data available in the *Compare Libraries* tool for fiscal year 2006 suggest that shifts in historic patterns of expenditure distributions away from collections to other expenditures continue.[19] An anticipated increase of more than 6 percent in other expenditures, compared with about 3 percent for salaries and collections, may indicate a "greater than inflation rate" expense increase in this area and a shift away from salaries, as well as collections. This is compounded by an anticipated decline in capital expenditures for building repair or improvement that are not part of the general operating budget of a library. Capital expenditures declined slightly between fiscal years 2004 and 2005, and continued decreases may be expected in FY2006 reporting by public libraries.[20]

When comparing anticipated FY2007 operating expenditures reported in the 2006–2007 PLFTAS study libraries with the actual expenditures reported in this year's study, it quickly became apparent that anticipated expenditures were not realized. Overall operating expenditures fell short by 15.5 percent, and they varied by specific expenditure type from those anticipated by as much 20 percent:

- 20 percent below anticipated expenditures for salaries
- 0.8 percent below anticipated expenditures for collections
- 12.5 percent above anticipated expenditures in other areas

When considered by source of funding, average expenditures missed or exceeded anticipated levels as follows:

- Local/county missed anticipated levels by -22.2 percent.
- State exceeded anticipated levels by +0.8 percent.
- Federal exceeded anticipated levels by +28.6 percent.
- Fees/fines missed anticipated levels by -22.5 percent.
- Donations/local fundraising exceeded anticipated levels by +136 percent.
- Grants, including private grants, exceeded anticipated levels by +19.9 percent.

A smaller percentage of overall expenditures has been attributed to salaries and more to collections and other expenditures than anticipated. Considerably more funding came from soft, non-tax sources than not. The most notable shifts occurred with salaries in local/county support and donations/local fundraising (-25.8 and +522.5, respectively), and the unexpected increase in federal funding directed to salaries and collections (see figure B2). The increase in federal support may be a result of specific Library Services and Technology Act (LSTA) subgrants to libraries for specific projects and could be expected to readjust in future years.

17. National Center for Education Statistics. *Public Libraries in the United States:* (FY 1996-2005). http://www.nces.ed.gov/pubsearch/getpubcats.asp?sid=041#. Note: Beginning in fall 2007, the Institute of Museum and Library Services (IMLS) began publishing the Public Libraries in the United States reports. Individual reports are now online at http://harvester.census.gov/imls/pubs/pls/index.asp.
18. Association of Research Libraries. *Monograph and Serial Costs in ARL Libraries, 1986–2004.* http://www.arl.org/bm~doc/monser04.pdf. Project overview link http://www.arl.org/sc/marketplace/serials.shtml.
19. Institute of Museum and Library Services. *Compare Public Libraries, FY2006.* http://harvester.census.gov/imls/compare/index.asp.
20. Individual state annual reports indicate a continued decline (see COSLA individual state Web pages http://www.cosla.org). The national public library statistical report, now published by IMLS, will be available in fall 2008. See http://harvester.census.gov/imls/index.asp.

Figure B2. Percentage Change FY2007 Actual versus Anticipated Operating Expenditures, by Source of Funding and Type of Expenditure

Sources of Funding	*Salaries (including benefits)*	*Collections*	*Other Expenditures*
Local/county	-25.8%	-10.9%	-18.6%
State (including state aid to public libraries, or state-supported tax programs)	-12.7%	17.6%	28.1%
Federal	188.1%	145.8%	1.1%
Fees/fines	81.3%	46.8%	-48.8%
Donations/local fundraising	522.5%	51.9%	50.1%
Grants (all sources)	-17.3%	46.3%	112.1%
NET CHANGE:	-20.2%	-0.8%	-12.5%

Figure B3. Percentage Change Rural Libraries FY2007 Actual versus Anticipated Operating Expenditures, by Source of Funding and Type of Expenditure

Sources of Funding	*Salaries (including benefits)*	*Collections*	*Other Expenditures*
Local/county	0.7%	20.4%	15.1%
State (including state aid to public libraries, or state-supported tax programs)	-0.04%	-9.7%	24.0%
Federal	65.4%	7.1%	19.9%
Fees/fines	6.3%	38.4%	13.0%
Donations/local fundraising	51.8%	-12.2%	24.5%
Grants (all)	25.3%	47.6%	66.8%

Considering variations in anticipated FY2007 expenditures with actual reported expenditures by metropolitan status uncovers a number of interesting patterns. While the differences may reflect poor projections on the part of some libraries, it is more likely a pattern of internal distribution of funds when new sources become available. Figures B3–B5 present those differences.

Salary support from local and state sources was well estimated by rural libraries, and unanticipated support from federal sources was realized. Federal sources are sometimes difficult to anticipate, as they may be related to state-level subgrants from LSTA funding.[21] Donations were used more heavily than anticipated for salaries and other expenditures, and fees/fines and grants were used to support collection expenditures despite an increase in local/county support. With the exception of unrealized support for collections from state sources, rural libraries maintained funding levels in local/county and state support.

For suburban libraries, anticipated expenditures for FY2007 also were off the mark. Like their rural counterparts, suburban libraries received unanticipated levels of federal funding (likely LSTA) to support collection expenditures, but concurrently experienced declines from anticipated local support for salaries and collections by as much as 46 percent. They reported a 55.8 percent decline in state support for salaries, compared with what had been anticipated only a year earlier, as more fees/fines sources were directed to salary expenditures, and away from collections and other expenditures. The receipt of greater grant funding than anticipated was used to support other expenditures.

21. Institute of Museum and Library Services. *State Allotments for Fiscal Years 2003–2006*. http://www.imls.gov/programs/allotments.shtm.

Figure B4. Percentage Change Suburban Libraries FY2007 Actual versus Anticipated Operating Expenditures, by Source of Funding and Type of Expenditure

Sources of Funding	*Salaries (including benefits)*	*Collections*	*Other Expenditures*
Local/county	-46.2%	-46.4%	-23.3%
State (including state aid to public libraries, or state-supported tax programs)	-55.8%	5.3%	-4.6%
Federal	108.9%	1392.6%	91.3%
Fees/fines	49.7%	25.3%	-75.1%
Donations/local fundraising	-16.0%	6.8%	-14.9%
Grants (all)	-53.3%	-14.7%	79.6%

Figure B5. Percentage Change Urban Libraries FY2007 Actual versus Anticipated Operating Expenditures, by Source of Funding and Type of Expenditure

Sources of Funding	*Salaries (including benefits)*	*Collections*	*Other Expenditures*
Local/county	-9.6%	25.4%	-24.1%
State (including state aid to public libraries, or state-supported tax programs)	112.1%	37.3%	27.9%
Federal	212.8%	161.2%	-28.0%
Fees/fines	259.2%	63.4%	3.6%
Donations/local fundraising	1,251.3%	122.7%	64.7%
Grants (all)	62.8%	102.1%	57.7%

Urban libraries, who underestimated in nearly every category of expenditure and type of funding source, managed to end FY2007 in good fiscal shape. Urban libraries saw the greatest loss in local/county support for other expenditures (24.1 percent), as well as a 9.6 percent decline in anticipated local/county support for salaries. To offset this loss, state and federal revenue far exceeded anticipated levels, as did the use of soft funding sources (fees/fines, donations, etc.) to support all expenditures. As a proportion of expenditures, urban libraries are relying as much as rural libraries on non-tax support for general operating expenses; a good indicator of this can be found in the drastic increase of donations being directed to pay for staff salaries, up 1,251 percent over what was anticipated when planning for FY2007.

What is not known from these data is the extent to which the increased reliance on soft funding sources on salaries is for new or short-duration staff positions, or the extent to which soft funding is being directed to one-time purchases of collections and services or being used for basic library expenditures in these categories.

SOFT FUNDING SOURCES CONTINUE TO SUPPORT STAFF SALARIES

Libraries again reported using "soft" funding sources—fees/fines, donations and grants—to support salaries and other expenditures more than collections. Libraries report use of soft, or non-tax, revenue in both the current fiscal year (FY2007) and anticipated expenditures for the next fiscal year (FY2008) that is above the national average. The national average for funding operating expenditures from other sources of revenue (non-tax sources) was 8.4 percent, as reported in the *Public Libraries in the United States: Fiscal Year 2005*

data.[22] However, libraries reporting in the 2007–2008 PLFTAS have indicated using non-tax sources for operating expenditures at 12 percent in FY2007, with 10 percent anticipated in FY2008—as much as 3.6 percent higher than the national average. The increased reliance on non-tax revenue reported in the PLFTAS reports may be an indicator of what national IMLS data will show when FY2006 and newer data are published.

Overall, the use of non-tax revenue reported in the 2007–2008 PLFTAS were:

- About 37 percent was used to pay for staff salaries in FY2007; about 33 percent is anticipated in FY2008.
- About 20 percent was used to fund collections in FY2007; 23 percent is anticipated in FY2008.
- About 42 percent was used to support other expenditures in FY2007; 44 percent is anticipated in FY2008.

Rural libraries were more likely than urban libraries to report the use of non-tax revenue to pay for other expenditures in FY2007, as well during the anticipated FY2008. Rural libraries reported that they rely fairly equally upon all sources of tax revenue (local, state, federal) to pay for staff salaries in FY2007 (51–61 percent), and they anticipated this would also be the case in FY2008 (46–61 percent).

Suburban libraries, like their counterparts in rural communities, reported directing a greater proportion of fees/fines, donations/local fundraising, and private foundation grants toward other expenditures in FY2007, and anticipate this trend will continue in FY2008.

Local, state and national grant program revenue was more heavily directed toward paying for staff salaries in FY2007 than is anticipated for FY2008—64 percent versus 17 percent. Suburban libraries also anticipate that they will direct a greater proportion of federal funding sources to staff salary expenditures in FY2008 than in FY2007—32 percent compared with 11 percent in FY2007. As before, it will be important to review data from future studies to understand how well libraries can estimate anticipated revenue from sources other than local/county and state.

Figure B6. Average Percent Change Comparing Technology-Related Expenditures by Source FY2006–2007

Sources of Funding	*% Change*
Local/county	-0.2%
State (all)	-10.8%
Federal	26.3%
Fees/fines	-0.8%
Donations/local fundraising	-28.7%
Grants (all)	-40.7%
Net change	-3.9%

TECHNOLOGY EXPENDITURES DECLINE

There was marked improvement in libraries' ability to report technology-related expenditure data in the 2007–2008 PLFTAS (with item-level response rate increases of as much as 13.7 percent from the 2006–2007 study). Building on the data first collected last year, library systems were asked to estimate expenditures for FY2008 in four categories—salaries, outside vendors, hardware/software and telecommunications. The 2007–2008 study added the category of outside vendors and merged hardware and software into a single category.

Estimated expenditures for technology-related expenditures declined slightly between FY2006 and FY2007, approximately -3.9 percent overall (see figure B6). Declines in expenditures from local/county and state sources were about 11 percent, and

Figure B7. Average Percent Anticipated Change Technology-Related Expenditures by Source FY2007–2008

Sources of Funding	*% Change*
Local/county	-6.4%
State (all)	58.0%
Federal	37.0%
Fees/fines	80.3%
Donations/local fundraising	-29.5%
Grants (all)	-22.2%
Net change	-0.3%

22. National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005.* (NCES 2008-301). Washington, DC: NCES, 2007. http://nces.ed.gov/pubs2008/2008301.pdf.

Figure B8. Average Percent Change in Technology-Related Expenditures, by Type and Funding Source, FY2006-2007

Sources of Funding	*Salaries (including benefits)*	*Hardware*	*Software*	*Telecommunications*
Local/county	-6.1%	-5.5%	22.6%	12.8%
State (all)	-2.9%	-27.3%	6.3%	-16.1%
Federal	16.2%	-68.8%	-50.7%	66.9%
Fees/fines	-22.1%	-18.6%	53.1%	-25.7%
Donations/local fundraising	4.4%	-49.0%	135.5%	-14.2%
Grants (all)	-62.3%	-32.4%	-9.4%	-46.8%

Figure B9. Average Percent Anticipated Change in Technology-Related Expenditures, by Type and Funding Source, FY2007-2008

Sources of Funding	*Salaries (including benefits)*	*Hardware*	*Software*	*Telecommunications*
Local/county	-13.7%	-5.2%	53.8%	-35.2%
State (all)	46.5%	44.5%	141.2%	8.3%
Federal	26.4%	119.7%	291.1%	25.2%
Fees/fines	94.2%	6.9%	109.5%	147.8%
Donations/local fundraising	-41.5%	-48.7%	1.9%	58.9%
Grants (all)	-72.4%	-91.6%	387.7%	-13.5%

26.3 percent more than anticipated was spent from federal sources. Expenditures from soft funding sources (non-government) declined most noticeably from FY2006 in donations and grant funding categories. For FY2007-2008, overall anticipated expenditures were expected to decline by less than 1 percent (-0.3 percent). Although local/county funding sources were anticipated to continue declining, notable increases were anticipated from state and federal sources. Also, more revenue from fees/fines was to be directed to technology-related expenditures, with less reliance on donations and grants.

It is important to remember that, although salaries for technology staff may be supported heavily from soft funding sources, those salaries are a small proportion of overall salary expenditures for libraries. On the other hand, technology expenditures (hardware/software, outside vendors and telecommunications) may constitute a significant proportion of "other expenditures" as a category. As such, it may be that libraries continue to use local tax support to pay traditional and ongoing expenses, such as programs, utilities and transportation. Reliance on non-tax revenue to support basic technology hardware and telecommunications expenditures is a reflection of creating a revenue stream from soft-funding sources to build and support new services. This is especially evident in suburban and rural libraries.

Figures B8-B9 present the estimated changes reported by public libraries for technology-related expenditures by funding source and type of expenditure for FY2006–2008. Although there were declines in the use of certain funding sources to pay for technology, these tables show the item-level variations with overall expenditures. For instance, although use of local/county funding sources to pay for technology declined by -0.2 percent, expenditures increased for software and telecommunications and declined for salaries and hardware. Further, even though overall use of donations to pay for technology declined, libraries reported spending 135.5 percent more on software from this funding source in FY2007 over FY2006. In FY2007–2008 considerably more funds in all categories are anticipated to be directed to software

Figure B10. Average Percent Change in Rural Library Technology-Related Expenditures, by Source, FY2006–2008

Sources of Funding	*Change FY2006-2007*	*Anticipated Change FY2007-2008*
Local/county	5.7%	32.7%
State (all)	-7.2%	62.4%
Federal	-23.8%	29.5%
Fees/fines	-21.5%	468.2%
Donations/local fundraising	-18.0%	29.1%
Grants (all)	-5.9%	-4.3%
NET CHANGE	0.4%	36.5%

Figure B11. Average Percent Change in Suburban Library Technology-Related Expenditures, by Source, FY2006–2008

Sources of Funding	*Change FY2006-2007*	*Anticipated Change FY2007-2008*
Local/county	-8.2%	-29.5%
State (all)	-6.5%	41.7%
Federal	-24.8%	80.9%
Fees/fines	-1.1%	-0.4%
Donations/local fundraising	-65.1%	-52.2%
Grants (all)	18.3%	-48.6%
NET CHANGE	-10.7%	-25.0%

Figure B12. Average Percent Change in Urban Library Technology-Related Expenditures, by Source, FY2006–2008

Sources of Funding	*Change FY2006-2007*	*Anticipated Change FY2007-2008*
Local/county	10.7%	13.1%
State (all)	-12.6%	51.6%
Federal	51.6%	26.1%
Fees/fines	28.0%	414.3%
Donations/local fundraising	65.5%	-39.7%
Grants (all)	-72.1%	2.2%
NET CHANGE	4.6%	16.1%

expenditures, and more state and federal funds and fees/fines are expected to be used to pay technology staff salaries.

The unknown impact of a shift of local/county revenue away from funding telecommunications costs, together with a growing reliance on soft funding sources and state and federal support for these expenditures is worrisome. It will be interesting to see what libraries report next year to determine if this shift continues across types of funding sources, even though overall expenditures have fluctuated very little during the last three fiscal years.

Greater variations were observed when expenditures were analyzed by metropolitan status (see figures B10–B12). Rural libraries anticipate the most improvement in all funding categories for technology

Figure B13. Average Anticipated Percentage FY2008 Technology-Related Expenditures for All Revenue Sources, by Population Served

	Salaries	*Outside Vendors*	*Hardware / Software*	*Telecommunications*
Less than 10,000	47.1%	15.5%	24.4%	13.0%
10,000 - 24,999	45.7%	15.1%	28.2%	11.0%
25,000 - 99,999	44.5%	17.8%	26.6%	11.1%
100,000 - 499,999	38.5%	20.2%	25.9%	15.4%
500,000 or more	26.4%	23.1%	29.5%	21.0%

expenditures between FY2007 and FY2008. Interestingly, suburban libraries—a segment of the library community that historically has had strong and stable local funding—anticipated continued declines in overall local/county support into FY2008, as well as declines in donations and grants directed to technology expenditures. Suburban libraries did, however, anticipate improvement in state and federal funding directed to technology expenditures.

Urban libraries continue to show fairly steady improvement in local/county support for technology, and anticipate improvements in their use of state and federal funding for these expenditures. Urban libraries anticipate a significant increase in the use of fees/fines for technology, and a decline or very modest improvement in using other soft funding—donations and grants—to pay for these expenditures.

A DIFFERENT VIEW—LIBRARY TECHNOLOGY FUNDING BY POPULATION SERVED RANGES

Presenting library finance data in parallel with other findings reported in this study — by metropolitan status (rural, suburban, and urban) and poverty ranges - provides a useful context for understanding public access computing services. However, the finance data tell a somewhat different story when viewed through the lens of community size.

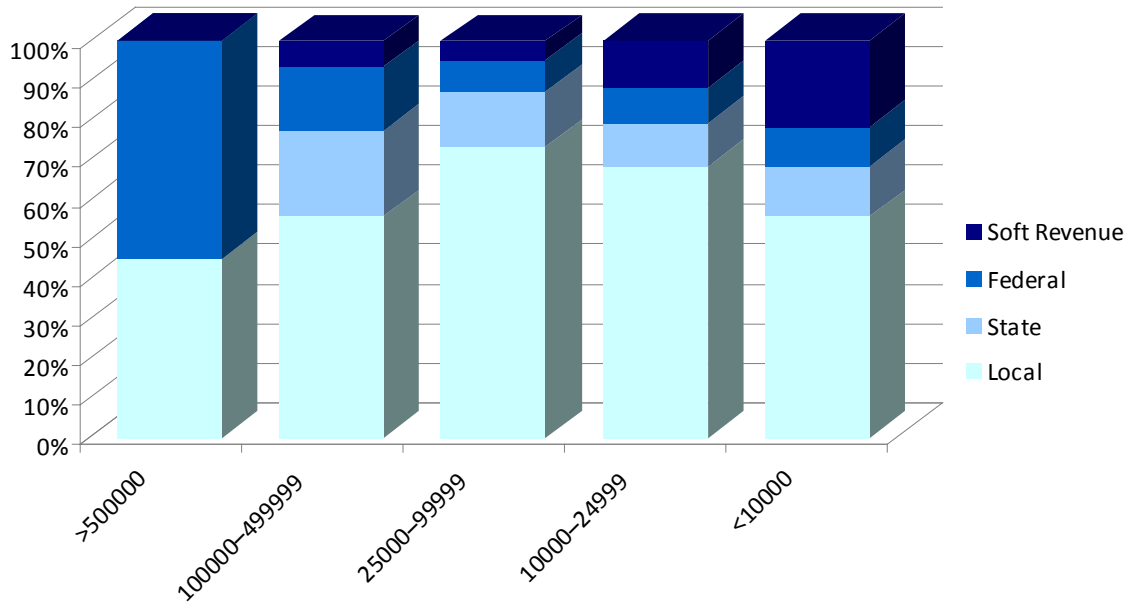
Figure B13 presents the average anticipated FY2008 technology-related expenditures from all revenue sources by population served ranges.

One of the more surprising findings from this recalculation is the nearly equal distribution of expenditures across all technology categories for public libraries in the largest communities. The smaller the community, the more expenditure distributions shift toward salaries and away from telecommunications and outside vendor expenditures as a proportion of overall technology-related expenditures.

Individual expenditures by specific funding sources and population served ranges present even greater detail.

- Libraries serving more than 500,000 residents reported 45 percent of telecommunications costs were paid from local tax revenue and 55 percent from federal. Libraries reporting in this population served range reported no state tax support and no use of soft revenue sources (e.g., fees/fines, grants, etc.) to pay for telecommunications costs.
- Libraries serving 100,000–499,999 residents reported telecommunications costs paid 55.7 percent from local tax revenue, 21.7 percent from state and about 16 percent from federal sources. The remaining 6.6 percent of costs were paid from soft revenue sources.
- Libraries serving 25,000–99,999 residents reported telecommunications costs paid 73.4 percent from local tax revenue, 13.9 percent from state and 8 percent from federal sources. The remaining 3 percent of costs were paid from soft revenue sources.

Figure B14. Telecommunications Costs By Population Served and Source of Revenue



- Libraries serving 10,000–24,999 residents reported telecommunications costs paid 68.5 percent from local tax revenue, 10.9 percent from state and 8.9 percent from federal sources. The remaining 10 percent of costs were paid from soft revenue sources.
- Libraries serving fewer than 10,000 resident reported telecommunications costs paid 55.7 percent from local tax revenue, 12.7 percent from state and 9.8 percent from federal sources. The remaining 21.8 percent of costs were paid from soft revenue sources.

Perhaps the most interesting finding was that, when asked specifically about technology-related expenditures anticipated in FY2008, reliance on specific types of funding sources skewed from those estimates reported for salaries and "other expenditures." Specifically, the larger the library service area, the more likely libraries were to report that technology expenditures were paid from local or state revenue sources, not paid from soft revenue sources (e.g., fees/fines, grants, etc.), even though libraries reported relying on these funds for "other expenditures." Figure B15 presents these distributions of non-tax revenue sources. The first two columns present what libraries reported for anticipated FY2008 operating expenditures that would include the detailed technology-related expenditures, and the next four columns present anticipated FY2008 operating expenditures for some specific technology-related expenditures.

◗ *The larger the library service area, the more likely libraries were to report technology expenditures were paid from local or state revenue sources.*

Non-Tax Revenue

Public libraries serving the smallest communities are far more likely to rely on soft revenue sources to acquire and pay for outside vendors, hardware/software and telecommunications than larger libraries. Some good news is visible in the population-served analysis—for libraries with technology staff, a significant proportion of financial support is from local, state or federal tax revenue. However, for libraries serving

Figure B15. Average Anticipated Percentage Technology-Related Expenditures from FY2008 Non-Tax Revenue Sources, by Type and Population Served

	Operating Expenditures		*Technology-Related Expenditures by Type*			
	All Salaries Expenditures	***Other Expenditures***	***Salaries***	***Outside Vendors***	***Hardware/ Software***	***Telecommunications***
Less than 10,000	10.7%	30.8%	4.6%	17.7%	45.5%	21.8%
10,000 – 24,999	4.9%	18.9%	4.3%	4.5%	25.8%	11.7%
25,000 – 99,999	2.7%	15.2%	1.9%	9.0%	20.6%	4.7%
100,000 – 499,999	3.7%	13.9%	3.5%	16.7%	13.5%	6.6%
500,000 or more	15.5%	25.6%	0.0%	0.2%	8.6%	0.0%

100,000–499,999, which benefit from strong local tax support for library expenditures, the level of support from non-tax revenue is notable and will require closer review in the study's next year of data collection (2008–2009).

Hardware/software and telecommunications expenditures were the most likely to rely on non-tax revenue. Very few libraries reported grants as a source of support for either hardware/software or telecommunications expenditures, but did report reliance on fees/fines, donations/local fund raising and private foundation support for these particular expenditure categories. The smaller the population served range, the greater the reliance on private foundation support for hardware/software (30.9 percent versus 8 percent). This can be attributed to private foundation hardware strategies targeting high poverty and rural communities. Libraries serving 100,000–499,999 reported the lowest level of private foundation support, about 5 percent.

◗ *Very few libraries reported grants as a source of support for telecommunications expenditures.*

Libraries in the smallest communities also reported a higher proportion of donations being directed toward hardware/software and telecommunications costs than did other population served ranges. Although the funding amounts were considerably less than other population served ranges, libraries serving fewer than 10,000 residents reported 21.6 percent of support coming from donations. Libraries serving 100,000–499,999 reported relying on about 6 percent of donations to fund hardware/software and telecommunication expenditures.

The study team anticipates doing more analysis and making a closer review of the fiscal data by population served ranges to begin understanding the nuances between the long-standing metropolitan status and poverty categories against the population served ranges.

SECTION I

Findings from the Public Libraries and the Internet 2007–2008 Survey

This report to the American Library Association (ALA) presents national and state data from the *2007–2008 Public Libraries and the Internet Survey*. The survey (see appendix A) also is part of longitudinal data gathered during the 2006–2007 survey, and continues the research of previous surveys conducted by John Carlo Bertot and Charles R. McClure, with others, since 1994.[1] The 2007–2008 survey also explores new areas of library network-based services and issues associated with maintaining, upgrading and replacing a range of public access technologies.

The data collected by this annual survey provide national and state policymakers, library advocates, practitioners, researchers, government and private funding organizations, and a range of other stakeholders with a better understanding of the issues and needs of libraries associated with providing Internet-based services and resources. The data also can assist public librarians to better plan for and deliver Internet-based services and resources to their users as well as advocate for public library public access technology roles, needs and services to the communities that they serve.

The 2007–2008 *Public Libraries and the Internet Survey* is part of the larger *Public Library Funding and Technology Access Study,* funded by the ALA and the Bill and Melinda Gates Foundation to gain a better understanding of public library technology access and funding, which includes the national survey, site visits to public libraries in selected states and a survey of state librarians. The overall study's primary focus was to obtain comprehensive data related to these topics and explore the issues that public libraries encounter when planning for, implementing and operating their public access technology components (e.g., workstations, bandwidth, services and resources).

OBJECTIVES OF THE SURVEY

The main objectives for this survey were to provide data to determine the extent to which public libraries:

- Provide and sustain public access Internet services and resources that meet community needs.
- Install, maintain and upgrade the technology infrastructure required to provide public access Internet services and resources.
- Serve as a high-quality public Internet access venue within the libraries' communities for content, resources, services and technology infrastructure (e.g., workstations and bandwidth).
- Serve as technology and Internet-based resource/service training centers for the communities that the libraries serve.
- Identify issues that public libraries encounter in maintaining and enhancing their public access technology infrastructure and services.
- Serve as agents of e-government.
- Fund their information technology investments.

The findings detailed in this section of the report address these objectives as well as a range of related topics and issues.

METHODOLOGY

The 2007–2008 *Public Libraries and the Internet Survey* employed a Web-based survey instrument to gather data, along with a mailed survey participation-invitation letter from ALA sent to the directors of libraries in the sample. The letter introduced the study, provided information regarding the study sponsors and the

1. Information about the reports from the 1994–2006 studies is available at http://www.ii.fsu.edu/plInternet.

research team, explained the study purpose and goals, provided instructions on how to access and complete the electronic survey, and provided contact information to answer any questions that participants might have.

The survey obtained data that enabled analysis by the following categories:

- Metropolitan status (urban, suburban and rural)[2];
- Poverty rate (less than 20 percent [low], 20–40 percent [medium], and greater than 40 percent [high])[3];
- State (the 50 states plus the District of Columbia); and
- National level comparison.

Given the quality of the data, findings can be generalized to each of these four categories. Finally, the survey explored topics that pertained to both public library system (administrative) and outlet- (branch-) level data. Thus, the sample required for this research was complex.

The project team used the 2004 public library dataset available from the U.S. National Center for Education Statistics (NCES) as a sample frame, which was the most recent file at the time the geocoding process began. The study team employed the services of the GeoLib database (http://www.geolib.org/PLGDB.cfm) to geocode the NCES public library universe file in order to calculate the poverty rates for public library outlets. Given the timeframe of the study, GeoLib was able to geocode 16,457 library outlets.[4] From these totals, the researchers used SPSS Complex Samples software to draw the sample for the study. The sample needed to provide the study team with the ability to analyze survey data at the state and national levels along the poverty and metropolitan status strata discussed above. The project team drew a sample with replacement of 6,984 outlets.

◗ *The survey continues research conducted since 1994.*

The project team developed the questions on the survey through an iterative and collaborative effort involving the researchers, representatives of the funding agencies, and members of the *Public Library Funding and Technology Access Study* Advisory Committee. The study team pre-tested the survey with the advisory committee, public librarians and the state data coordinators of the state library agencies, and revised the survey based on their comments and suggestions.

The survey asked respondents to answer questions about specific library branches and about the library system to which each respondent branch belonged. The *2007–2008 Public Libraries and the Internet Survey* sampled 6,984 public libraries based on three library demographics—metropolitan status (roughly equating to their designation of urban, suburban, or rural libraries), poverty level of their service population (as derived through census data) and state in which they resided. Respondents answered the survey between September 2007 and December 2007. After a number of follow-up reminders and other strategies, the survey received a total of 5,488 responses for a response rate of 78.6 percent. Figure C1 shows that the responses were representative of the population. Together, the high survey response rate and high level of representation of responses demonstrate the high quality of the survey data and the ability to generalize to the public library population.

2. Metropolitan status was determined using the official designations employed by the Census Bureau, the Office of Management and Budget, and other government agencies. These designations are used in the study because they are the official definition employed by NCES, which allows for the mapping of public library outlets in the study.
3. In previous studies, the authors have used the less than 20%, 20%–40%, and greater than 40% poverty breakdowns. Though previous studies by the authors have employed these percentages, the data from this study can be analyzed at different levels of granularity, if desired. The poverty of the population a library outlet serves is calculated using a combination of geocoded library facilities and census data. More information on this technique is available through the authors as well as by reviewing the 1998 and 2000 public library Internet studies:
   Bertot, J. C. and C. R. McClure, (2000). *Public Libraries and the Internet 2000: Summary Findings and Data Tables.* Washington, DC: National Commission on Libraries and Information Science. http://www.nclis.gov/statsurv/2000plo.pdf; Bertot, J. C., and C. R. McClure, (1998). *Moving Toward More Effective Public Internet Access: The 1998 National Survey of Public Library Outlet Internet Connectivity.* Washington, DC: National Commission on Libraries and Information Science. http://www.nclis.gov/statsurv/1998plo.pdf.
4. Geocoding is the process by which all public library buildings are mapped to determine their physical location. Census data are then overlaid to determine the poverty of the population served by the library.

Outlet (Branch) Versus Systems

The survey deployed a two-stage approach that included questions regarding sampled outlets (branches) and questions regarding an entire library system (administrative questions focusing on E-rate applications and operating and technology budgets). For roughly 85 percent of public libraries, there is no distinction between an outlet and system, as these are single-facility systems (e.g., one branch, one system). The remaining roughly 15 percent of public libraries, however, do have multiple outlets. There was a need to separate outlet- and system-level questions, as some of the survey questions were point-of-service delivery questions (e.g., number of workstations, bandwidth and training) whereas others were administrative in nature (e.g., E-rate applications, operating budgets and technology budgets).

Questions 1 through 17 of the survey explored outlet-level issues (e.g., Internet connectivity, speed of connection, workstations, etc.). Questions 18 through 21 posed questions regarding the entire library system (e.g., E-rate applications, funding for information technology, patron and staff information, technology training, etc.). Upon completion of questions 1 through 17 for all sampled outlets, respondents were taken to the system-level questions. Given that the respondent for the system-level data might be different from the one for the outlet-level data, users were permitted to leave and re-enter the Web-based survey for completion. See appendix A for a print version of the survey. The analysis of system- and outlet-level data required different approaches, considerations and weighting schemes for national and state analysis.

Data Analysis

The survey uses weighted analysis to generate national and state data estimates at the national and state levels, respectively. As such, the analysis uses the actual responses from the 5,488 library outlets from which a completed survey was received to estimate to all geocoded outlets. For example, Anchor Point Public Library in Anchor Point, Alaska, is coded as a rural library outlet with less than 20 percent poverty. Anchor Point Public Library's responses (and all others designated rural with less than 20 percent poverty) are weighted by 3.6 to generate an estimate for all rural outlets with less than 20 percent poverty.

The same process is used for analyzing and estimating state-level data. The key difference is that the weighting process is limited to the poverty and metropolitan status library designations for the state. The data reported have a margin of error of +/- 3 percent.

IMPORTANCE OF THE SURVEY

The survey provides data that describe public library public access technology services, issues and sustainability that can be used longitudinally to track trends and issues. The findings inform the library, government, research and other communities on the significance of the public library's contributions to the communities that they serve in providing open access to a range of computer and Internet technologies. The data uniquely identify not only the services and resources that public libraries offer their communities, but also issues in sustaining and enhancing the public access technologies as important community access points to networked services and resources. In short, the survey data provide a comprehensive view of public library involvement with and use of the Internet through their public access technology infrastructure.

The next section presents key data and explanation of findings from the national survey. These are not meant to be exhaustive, but rather serve to highlight a range of findings that the survey identified.

KEY FINDINGS

The 2007–2008 *Public Libraries and the Internet Survey* identified a number of issues related to the current state of public access Internet and computing services provided by public libraries. The following presents

the survey's key findings and their implications. The complete set of data tables, as well as findings from previous surveys, is available at http://www.ii.fsu.edu/plinternet.

Public Access Connectivity and Infrastructure

Public libraries face a number of issues and challenges as providers of no-charge public access Internet and computing services. As community-based public access venues, libraries employ a range of strategies to maintain, upgrade and make available public access resources and services. The findings indicate that, although public libraries provide substantial public access services and resources across a range of areas, their ability to do so successfully is neither limitless nor necessarily keeping pace with user and service requirement demands.

Libraries as Community Access Computing and Internet Access Points

Public libraries continue to provide important public access computing and Internet access in their communities:

- 98.9 percent of public library branches offer public Internet.
- 72.5 percent of library branches report that they are the only provider of free public computer and Internet access in their communities. This is more common in rural communities, where 82.5 percent of libraries report this is the case.
- Public library branches, overall, have an average of 12 public access workstations, up from 10.7 from 2006–2007.[5] Rural libraries offer an average of 7.5 public computers, suburban libraries an average of 13.9 computers, and urban libraries an average of 21. The greatest growth is seen in urban libraries and those that serve populations of medium and high poverty.
- In 2007–2008, 100 percent of rural, high poverty outlets provide public Internet access, a significant increase from 85.7 percent last year.
- 65.9 percent of public library branches offer wireless Internet access, up from 54.2 percent in 2006–2007.

Infrastructure Challenges

The 2007–2008 survey asked a range of questions that assessed the ability of public libraries to maintain public access Internet and computing services. The questions were exploratory and provided initial views of library capacity and capabilities. Essentially, respondents reported that they face challenges that are best summarized as follows:

- **Buildings**: Respondents indicated that library buildings are increasingly out of space and unable to accommodate more workstations; they are insufficiently wired to support more cable drops or handle the power requirements of desktop computers and patron-provided laptops.
- **Cost**: Respondents indicated that funding workstation replacements, upgrades, bandwidth enhancements and other services related to public Internet access and computing (e.g., online access to databases) was both difficult and increasingly problematic.
- **Staff:** Respondents indicated that limited staff skills and time were factors in their decisions not to upgrade their public access infrastructure. Lacking dedicated IT staff proved a particular challenge to many public libraries. In fact, 39.6 percent of libraries indicated that they derive technology support from a non-IT staff person, with 44.1 percent of rural and 40.1 percent of suburban libraries relying on this type of help, compared to 26 percent of urban libraries.

Together, these data further support a trend regarding the management of public access technology resources identified in the 2006–2007 survey. Libraries identified staff and cost issues as two of the top

5. *Libraries Connect Communities: Public Library Funding & Technology Access Study 2006–2007*. Chicago: American Library Association, 2007. http://www.ala.org/ala/ors/plftas/0607report.cfm.

three most significant challenges (along with computer maintenance and management) facing their ongoing provision of public access technology services.

The 2007–2008 survey indicated that libraries are accelerating their attempts to add **more** public access technology service. For example, the percentage of libraries that now provide wireless access increased to 65.2 percent from 54.2 percent last year. However, this service was simply added to the existing telecommunication connection; 74.9 percent of libraries indicated that the wireless connection shared the library's existing connection, up from 49.7 percent in 2006–2007. Overall, this finding indicates that the quality of the library's bandwidth at the individual workstation level is likely declining.

Quality of Public Access

The survey's findings demonstrate that public libraries provide substantial public access Internet and computing services. However, increased library network services are outpacing improvements in bandwidth for many libraries. Together, the survey's findings point to a technology infrastructure that is increasingly unable to keep up with the demands of the networked environment—which requires more and more sophisticated computers, substantial bandwidth, and a range of resources and staffing that libraries indicate they are continually struggling to support—but are doing so to the greatest extent possible. Moreover, in order to accommodate more users, public libraries have imposed time limits on their public access workstations, and the management of this process consumes staff time and effort:

◗ *The survey's findings point to a technology infrastructure that is increasingly unable to keep up with the demands of the networked environment.*

- 73.1 percent of public libraries report connection speeds greater than 769 kbps, up from 62.1 percent in 2006–2007. Of all libraries, 38.9 percent have a T1 (1.5 Mbps) connection, indicating that libraries are increasing their use of this connection speed. The disparity, however, is quite large between urban libraries, 51.6 percent of which have a T1 connection, and their rural counterparts, 32.1 percent of which offer a T1 connection.
- Concurrently, 57.5 percent (up from nearly 52 percent in 2006–2007) of respondents report that their connectivity speed is insufficient some or all of the time.
- Some 82.5 percent of respondents report that they have insufficient availability of workstations some or all of the time, up from 77.5 percent last year.
- A majority (56.1 percent) of public libraries in the 2006–2007 survey indicated that they intended to add workstations, with an average addition of 4.8 workstations. The actual average number added was 1.2, far below what was anticipated.
- Nearly 75 percent of public libraries report that their wireless connections share the same bandwidth as their public desktop computers. This is up substantially from the nearly 50 percent of libraries that reported a shared connection in 2006–2007.
- Over 90 percent of libraries impose time limits on the use of their public access workstations. Of those libraries with the same time limits for all workstations, 45.7 percent have time limits of up to 60 minutes, and 35.2 percent limit use to 30-minute sessions.
- Of those libraries with time limits, 45.9 percent manage the user sessions manually, which imposes a substantial burden on staff.

Extensive Range of Library Services Provided

The data document a substantial—and growing—range of Internet-based services provided by public libraries. These are apparent in the types of Internet services that public libraries consider to be critical to their role. The value public libraries provide is reflected in the variety of digital services they offer, the technology training they provide, and in their expanding role as the primary provider of e-government

services. For many communities, the public library is the *only* agency offering free access to these services.

Public libraries provide an impressive array of services that are critical to the communities they serve. Education resources and databases purchased for K-12 students (78.7 percent), services for job seekers (62.2 percent) and access to government information (55.6 percent) are the services survey respondents consider most vital.

◗ *Public libraries provide an impressive array of services that are critical to the communities they serve.*

Libraries broker and provide access to a wide range of digital services and resources, including:

- Licensed databases (87.7 percent, up 2 percent from 2006–07)
- Homework resources (83.4 percent, up 15 percent)
- Audio content, such as podcasts and audiobooks (71.2 percent, up 33 percent)
- Digital reference (62.5 percent, up almost 5 percent)
- Gaming (57.7 percent)
- E-books (51.8 percent, up 13.5 percent)

Public libraries continue to incorporate peripheral technologies into their public technology services, allowing users to access and store content on USB storage devices (e.g., flash drives, portable drives) or other devices (72 percent), make use of digital camera connection and manipulation (37.4 percent) and burn CDs/DVDs (34.7 percent).

It is important to note that libraries provide a range of technology training to their patrons. Indeed, a vast majority of libraries (73.4 percent) offer training in some form. These trainings build information literacy skills (47.5 percent, up from 45.7 percent in 2006–2007), especially for those who would otherwise not have any technology skills (39.5 percent, the same as in 2006–2007); help students with their school assignments and school work (38.4 percent, up from 35.2 percent in 2006–2007); provide general technology skills (38.3 percent, up from 37.6 percent in 2006–2007); and help patrons complete job applications (22.9 percent, up from 21.5 percent in 2006–2007).

An emerging and increasingly significant service that public libraries provide involves e-government, which includes access to, use of and instruction related to federal, state and local government information, forms and services. A vast majority of public libraries (74 percent) indicate that their staff members provide as-needed assistance to patrons in understanding how to access and use government Web sites, programs and services. Another 51.9 percent of public libraries report that staff members provide assistance to patrons applying for or accessing e-government services, and 28.6 percent of libraries provide immigrants with assistance in locating information, Web sites and other immigration-related services and resources.

The challenge for public librarians is the degree to which they can maintain and/or expand upon these Internet services while ensuring the bandwidth, infrastructure and trained staff necessary to support these services for millions of library users across the nation.

Funding Technology and Public Access Services

The survey again asked libraries to identify their technology budget expenditures in a range of categories by fiscal year—staff salaries, hardware, software and telecommunications. While there was general improvement in the number of libraries responding, there was a roughly 50 percent drop-off in question completion on these items compared to the completion rate on other survey questions. Discussions with librarians completing the survey indicated a range of reasons for their reduced ability to answer these questions accurately. They include the following:

- **Inability to respond to the questions as asked**: Some respondents whose libraries do have technology budgets were unable to report the technology expenditures as requested due to their library's internal or city/county budgeting processes.
- **Lack of knowledge regarding technology expenditures**: Some respondents indicated that their libraries have a general technology budget, but that they do not formally track individual technology expenditures.
- **Lack of a technology budget**: A number of respondents, particularly those from smaller rural libraries, stated that their libraries have no separate technology budget and that all funds are expended from a general operating budget. In short, there is only ad hoc technology budgeting in these libraries.
- **Time**: Some were simply unwilling to take the time that would be needed to complete the budget questions.

With this limited knowledge of expenditures related to Internet services and infrastructure, public library planning in this area continues to be problematic. The lack of hard data also limits how well librarians can evaluate the purchase and use of such technology. Until public libraries gain a better understanding of their technology-related expenditures through better record keeping, they will be unable to improve their overall management (planning and evaluation) of technology as well as their ability to advocate for library technology support.

Moving Connectivity and Public Access Forward

Public libraries face a number of challenges as they struggle to prepare for the future of their public access Internet services, resources and infrastructure.

Augmenting Public Access Infrastructure

Public libraries plan to add, replace or upgrade workstations and make other enhancements to their public access computing and Internet access services in the coming year:

- 15.9 percent (down from 17.2 percent in 2006–2007) of public library outlets plan to add more workstations within the next year, while 26.1 percent of public library outlets (up from 21.7 percent in 2006–2007) are considering doing so.
- 52 percent (up from 50.1 percent in 2006–2007) of public library outlets plan to replace some workstations within the next year. Of those, 24 percent plan to replace a specific number of workstations, with an average replacement of 6.9 workstations.
- 11.6 percent plan to add wireless access within the next year. If they do so, by the end of 2008 more than 77 percent of public libraries will offer wireless access.

These data demonstrate the continual cycle of upgrades and enhancements that connectivity and computers require. However, libraries are increasingly pursuing a strategy of replacement and expansion through wireless access that relies on user-owned devices (though some libraries do provide laptops for use within library buildings). This strategy, however, also results in some degradation of overall bandwidth as individual workstations, laptops and other devices are required to share the same Internet connectivity.

Significant Challenges Remain

Challenges remain as public libraries continue to improve their public access computing and Internet access services:

- 57.5 percent (up from 52.3 percent in 2006–2007) of public library outlets indicate that their connection speeds are inadequate to meet user demands some or all of the time. This is particularly significant as overall public access library bandwidth increased somewhat since 2006-2007.
- 17.1 percent of respondents reported that their current connection is the maximum speed that they can acquire, 21.2 percent cannot afford to increase their bandwidth, 19.7 percent indicated that they had no

interest in increasing their bandwidth, and 17.1 percent indicated that they could increase their bandwidth but had no plans to do so. Thus, 75.1 percent of libraries indicate that they will not be increasing their bandwidth in the coming year.

- 56.1 percent of public library outlets have no plans to add workstations in the next year, largely due to space factors (77.7 percent), cost factors (75.9 percent), and the availability of electrical outlets, cabling, or other infrastructure (36.4 percent).
- 42.4 percent of public libraries do not have a schedule for replacing or adding computers;
- Rural public libraries, as compared to suburban and urban libraries, face a range of challenges in several key areas, including the number of hours open (38.5 hours per week, compared with 50.8 for suburban and 53.1 for urban libraries); ability to replace public computers (46.8 percent of rural libraries have plans to replace computers in the coming year, compared with 61 percent of urban libraries); and bandwidth availability (34.6 percent of rural libraries have less than T1 speeds compared with 19.8 percent of suburban and 7.1 percent of urban libraries).
- Libraries that do not offer services or offer limited Internet services (e.g., databases, e-books) indicated that they cannot afford to purchase and/or support the services (63.6 percent), library computer hardware/software will not support the services (46.3 percent), or library policy restricts the provision of the services (42.8 percent).

◗ *These data demonstrate the continual cycle of upgrades and enhancements that connectivity and computers require.*

In summary, public libraries indicate that they are increasingly unable to meet patron demands for services due to inadequate technology infrastructure, costs associated with operating and maintaining that infrastructure, and bandwidth quality/availability issues. Thus, while the number of people visiting public libraries and taking advantage of these Internet services continues to climb, libraries face challenges to providing high-quality—or, in some cases, even adequate—public access technology services and resources. If the trends described in the 2007–2008 survey continue while demands for Internet and Web-based services expand, public libraries may find themselves reducing the number of networked services, and having to work with a lower overall quality of bandwidth and technology infrastructure.

NATIONAL OUTLET-LEVEL DATA

The ensuing section presents selected findings from national outlet-level data. A full set of data tables and analysis is available at http://www.ii.fsu.edu/plinternet. Figures C1 through C8 present data regarding survey data quality, average hours open, and basic public access technology infrastructure (i.e., average number of workstations).

Figure C1. Public Library Outlets and Survey Responses

	Poverty Level						
	Low (Less than 20%)		**Medium (20%–40%)**		**High (More than 40%)**		**Overall**
	Responding Facilities as a Proportion of Survey Respondents	Responding Facilities as a Proportion of National Population	Responding Facilities as a Proportion of Survey Respondents	Responding Facilities as a Proportion of National Population	Responding Facilities as a Proportion of Survey Respondents	Responding Facilities as a Proportion of National Population	Responding Facilities as a Proportion of Survey Respondents
Metropolitan Status							
Urban	9.5% (519 of 5,488)	10.1% (1,679 of 16,548)	5.6% (306 of 5,488)	6.6% (1,095 of 16,548)	0.8% (44 of 5,488)	0.9% (147 of 16,548)	15.8% (869 of 5,488)
Suburban	30.5% (1,674 of 5,488)	30.5% (5,042 of 16,548)	1.5% (81 of 5,488)	2.1% (352 of 16,548)	0.0% (1 of 5,488)	0.0% (8 of 16,548)	32.0% (1,756 of 5,488)
Rural	46.4% (2,548 of 5,488)	43.3% (7,161 of 16,548)	5.6% (307 of 5,488)	6.2% (1,034 of 16,548)	0.1% (8 of 5,488)	0.2% (30 of 16,548)	52.2% (2,863 of 5,488)
Overall	86.4% (4,741 of 5,488)	83.9% (13,882 of 16,548)	12.6% (694 of 5,488)	15.0% (2,481 of 16,548)	1.0% (53 of 5,488)	1.1% (185 of 16,548)	100.0% (5,305 of 5,488)

Based on geocoding of 16,548 outlets. Overall response rate = 78.6%

Figure C1 shows the response rate distribution of the Public Libraries and the Internet survey. As is illustrated, the overall distribution of the survey is representative of the total population of public libraries.

Figure C2. Average Number of Hours Open per Outlet, by Metropolitan Status and Poverty

	Poverty Level			
Metropolitan Status	**Low**	**Medium**	**High**	**Overall**
Urban	52.6 (n=1,621)	53.0 (n=1,063)	59.1 (n=144)	53.1 (n=2,827)
Suburban	51.0 (n=4,940)	48.9 (n=339)	33.0 (n=8)	50.8 (n=5,287)
Rural	38.6 (n=7,039)	37.5 (n=1,004)	34.1 (n=30)	38.5 (n=8,073)
Overall	44.7 (n=13,599)	45.9 (n=2,405)	53.9 (n=182)	45.0 (n=16,186)

Overall, the average number of hours that libraries are open remained similar to the hours reported in 2006–2007. On average, libraries report being open 45 hours per week in 2007–2008, as compared to 45.2 hours per week in 2006–2007. Urban outlets in high poverty areas are open the most hours on average (59.1), while suburban high poverty outlets are open the fewest hours (33.0). The largest decrease in average hours open was reported by urban medium poverty libraries, whose hours decreased to 53 in 2007–2008 from 56.1 in 2006–2007.

Figure C3. Public Library Outlets Change in Hours Open, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Hours Open	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Hours increased since last fiscal year	20.8% (n=582)	11.1% (n=582)	9.5% (n=750)	11.6% (n=1,556)	14.0% (n=328)	16.5% (n=30)	12.0% (n=1,914)
Hours decreased since last fiscal year	1.4% (n=40)	2.5% (n=131)	2.7% (n=212)	2.5% (n=332)	2.2% (n=51)	*	2.4% (n=383)
Hours stayed the same as last fiscal year	77.8% (n=2,178)	86.3% (n=4,516)	87.6% (n=6,923)	85.9% (n=11,517)	83.4% (n=1,948)	83.5% (n=152)	85.5% (n=13,617)
Average number of hours increased	7.3 (n=507)	5.0 (n=554)	4.6 (n=692)	5.3 (n=1,469)	6.9 (n=278)	6.3 (n=23)	5.6 (n=1,771)
Average number of hours decreased	4.6 (n=40)	5.1 (n=124)	4.3 (n=192)	4.5 (n=312)	5.7 (n=48)	*	4.6 (n=359)

Key: * Insufficient data to report

Figure C3 illustrates the extent to which the average hours open for library outlets increased, decreased or remained the same as compared to the last fiscal year. The percentage of outlets experiencing a decrease in open hours is slightly lower in 2007–2008 (2.4 percent) than in 2006–2007 (3.2 percent), and the decrease in the average number of hours open was less in 2007–2008 (4.6 hours) than in 2006–2007 (6.1 hours). Urban outlets saw the greatest increase in hours open (20.8 percent versus 13.5 percent in 2006–2007) as did high poverty outlets (16.5 percent versus 7.1 percent). The percentage of outlets that had no change in the number of hours open remained identical to 2006–2007 at 85.5 percent.

Figure C4. Public Library Outlets Offering Public Access to the Internet, by Metropolitan Status and Poverty

	Poverty Level			
Metropolitan Status	**Low**	**Medium**	**High**	**Overall**
Urban	99.2% (n=1,608)	99.7% (n=1,056)	100.0% (n=144)	99.4% (n=2,807)
Suburban	99.4% (n=4,901)	100.0% (n=339)	100.0% (n=8)	99.4% (n=5,248)
Rural	98.7% (n=6,946)	95.6% (n=957)	100.0% (n=30)	98.4% (n=7,933)
Overall	99.1% (n=13,455)	99.7% (n=2,398)	100.0% (n=182)	98.9% (n=15,987)

Weighted missing values, n=24

The findings reported in figure C4 correspond with previous years' results, which indicate that virtually all libraries offer public Internet access, when the margin of error of +/- 3 percent is taken into account. The percentage of libraries offering public Internet access has consistently remained in the 98–99 percent range over the last three years. In 2007–2008, 100 percent of rural, high poverty outlets provided public Internet access, a large increase from 85.7 percent last year.

Figure C5. Public Library Outlets the Only Provider of Free Public Internet and Free Public Computer Access, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Free Public Access	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Yes	52.1% (n=1,419)	69.1% (n=3,507)	82.0% (n=6,306)	74.4% (n=9,710)	64.0% (n=1,441)	44.5% (n=81)	72.5% (n=11,232)
No	27.8% (n=757)	15.8% (n=801)	14.2% (n=1,093)	15.9% (n=2,073)	22.8% (n=514)	35.2% (n=64)	17.1% (n=2,651)
Do not know	20.0% (n=544)	14.7% (n=746)	3.6% (n=276)	9.4% (n=1,231)	13.2% (n=297)	20.3% (n=37)	10.1% (n=1,565)
Other	*	*	*	*	*	*	*

Weighted missing values, n=501. Key: * : Insufficient data to report.

Figure C5, indicating whether outlets are the only provider of free public Internet and free public computer access, is virtually identical to responses reported in the 2006–2007 report. Being the only free public access center was reported by 72.5 percent of outlets in 2007–2008, and 73.1 percent of outlets in the 2006–2007 survey. Rural (82 percent) and low poverty (74.4 percent) libraries reporting the highest percentage of free access mirrors the 76.5 percent and 74.6 percent highest percentages in 2006–2007, respectively.

Although the percentages were insufficient to report for the "other" category, it should be noted that for those outlets responding to this category, respondents identified that access was available through other libraries in surrounding areas and that schools also provide free Internet and computer access.

Figure C6. Average Number of Public Access Internet Workstations, by Metropolitan Status and Poverty

	Poverty Level			
Metropolitan Status	**Low**	**Medium**	**High**	**Overall**
Urban	17.1 (n=1,572)	23.6 (n=1,009)	31.2 (n=144)	21.0 (n=2,738)
Suburban	13.8 (n=4,783)	13.4 (n=335)	17.0 (n=8)	13.9 (n=5,132)
Rural	7.4 (n=6,854)	8.6 (n=936)	10.9 (n=305)	7.5 (n=7,820)
Overall	11.0 (n=13,227)	16.2 (n=2,287)	27.2 (n=182)	12.0 (n=15,690)

The overall average of public access Internet workstations per branch is 12 (see figure C6), marking the first increase in several years. Urban outlets saw the largest increase in workstations, up to 21 from an average of 18.3 in 2006–2007, although both suburban and rural libraries indicated small increases from the 2006–2007 survey. Each poverty level saw an average increase from 2006–2007 as well. Medium poverty outlets show the greatest increase of an average of 1.9 workstations, high poverty outlets had an average increase of 1.8 workstations and low poverty outlets saw an increase of 1.1 workstations.

Figure C7. Number of Public Access Internet Workstations by Average Age, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Average Age	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Less than 1 year old	15.5 (n=787)	7.6 (n=1,644)	4.0 (n=2,652)	6.3 (n=4,072)	8.6 (n=933)	18.9 (n=81)	6.9 (n=5,082)
1–2 years old	14.7 (n=927)	7.6 (n=2,212)	4.1 (n=2,990)	6.1 (n=5,104)	10.7 (n=984)	25.7 (n=45)	7.0 (n=6,129)
2–3 years old	16.6 (n=691)	8.3 (n=2,118)	3.9 (n=2,865)	6.5 (n=4,940)	10.7 (n=694)	19.9 (n=41)	7.1 (n=5,675)
3–4 years old	12.6 (n=945)	7.6 (n=1,593)	3.6 (n=2,792)	5.7 (n=4,493)	9.1 (n=759)	11.9 (n=81)	6.3 (n=5,330)
Greater than 4 years old	12.5 (n=842)	6.4 (n=1,719)	3.6 (n=2,792)	5.2 (n=5,408)	9.2 (n=692)	8.39 (n=60)	5.6 (n=6,157)

Figure C7 shows the average age of public access Internet workstations. The highest average number of workstations is three years old or younger, with the largest increase in workstations less than one year old (6.9 versus 5.4 in 2006–2007). As expected, urban outlets provide the most workstations at all ages, and rural provide the fewest. Urban and high poverty outlets indicate the greatest increase in the number of workstations that are less than one year old compared to 2006, with urban averaging 15.5 in 2007–2008 from 9.8 in 2006–2007, and high poverty averaging 18.9 in 2007–2008 from 8.3 in 2006–2007, an increase of 10.6 workstations.

Figure C8. Public Access Wireless Internet Connectivity in Public Library Outlets, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Availability of Public Access Wireless Internet Services	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Currently available for public use	80.7% (n=2,217)	72.1% (n=3,704)	56.6% (n=4,416)	66.4% (n=8,779)	62.1% (n=1,425)	73.1% (n=133)	65.9% (n=10,337)
Not currently available, but there are plans to make it available within the next year	8.5% (n=233)	12.3% (n=633)	12.3% (n=962)	11.6% (n=1,529)	12.0% (n=275)	13.2% (n=24)	11.6% (n=1,828)
Not currently available and no plans to make it available within the next year	3.8% (n=103)	4.3% (n=219)	8.6% (n=675)	6.0% (n=791)	8.4% (n=192)	8.2% (n=15)	6.4% (n=998)

Weighted missing values, n=296. Key: * Insufficient data to report.

The percentage of public libraries providing wireless Internet service is illustrated in figure C8. Overall, 65.9 percent of outlets provide wireless access to patrons, which continues the steady increase from 17.9 percent since this was first measured in 2004. An additional 11.6 percent of outlets plan to add wireless Internet access within the next year. A large decrease can be seen in the percentage of libraries that have no plans to make wireless available (6.4 percent versus 26.4 percent last year).

Maintaining and Enhancing Public Access Services

Public libraries engage in a number of strategies to enhance and maintain their public access infrastructure. Figures C9 through C14 present survey findings regarding public library public access computer addition and replacement factors, including the challenges libraries face in increasing their public access computers.

Figure C9. Public Library Outlet Public Access Internet Workstations Addition Schedule, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Workstation Addition Schedule	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
The library plans to add workstations within the next year	17.8% (n=500)	17.5% (n=919)	14.1% (n=1,120)	16.0% (n=2,538)	14.0% (n=330)	31.5% (n=57)	15.9% (n=2,538)
The library is considering adding more workstations or laptops within the next year, but does not know how many at this time	36.2% (n=1,006)	25.4% (n=1,315)	23.0% (n=1,799)	25.6% (n=3,397)	30.0% (n=692)	16.6% (n=30)	26.1% (n=4,119)
The library has no plans to add workstations within the next year	43.8% (n=1,215)	54.8% (n=2,832)	61.4% (n=4,810)	56.6% (n=7,516)	54.1% (n=1,250)	49.7% (n=90)	56.1% (n=8,856)
The average number of workstations that the library plans to add within the next year	8.7 (n=500)	4.2 (n=919)	3.4 (n=1,120)	4.2 (n=2,151)	7.0 (n=330)	9.3 (n=57)	4.7 (n=2,539)

Weighted missing values, n=206

The percentages illustrated in figure C9 relate to schedules public library outlets have, or do not have, to add public Internet access workstations. More than half of all libraries (56.1 percent) have no plans to add workstations within the next year. Rural (61.4 percent) and low poverty outlets (56.6 percent) were the least likely to have plans to add workstations within the next year.

Urban and high poverty outlets planned to add the most (8.7 and 9.3, respectively), and rural (3.4) and low poverty outlets (4.2) planned to add the fewest. These findings continue the trend from the previous year's findings, as urban outlets planned to add an average of 7.2 workstations in 2006–2007 and high poverty outlets planned to add an average of 16.8 workstations that year.

Figure C10. Public Library Outlet Public Access Internet Workstations Replacement Schedule, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Workstation Replacement Schedule	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
The library plans to replace workstations within the next year	25.2% (n=673)	25.5% (n=1,297)	22.5% (n=1,741)	24.4% (n=3,175)	21.2% (n=483)	30.5% (n=53)	24.0% (n=3,711)
The library plans to replace some workstations or laptops within the next year, but does not know how many at this time	35.8% (n=955)	29.5% (n=1,502)	24.3% (n=1,877)	28.7% (n=3,740)	24.3% (n=553)	23.4% (n=41)	28.0% (n=4,334)
The library has no plans to replace workstations within the next year	38.8% (n=1,036)	45.1% (n=2,297)	53.0% (n=4,095)	46.9% (n=6,109)	54.4% (n=1,238)	46.0% (n=80)	48.0% (n=7,427)
The average number of workstations that the library plans to replace within the next year	13.2 (n=660)	7.6 (n=1,288)	3.9 (n=1,741)	6.2 (n=3,156)	10.5 (n=479)	13.0 (n=53)	6.9 (n=3,689)

Weighted missing values, n=500

As indicated in figure C10, slightly less than half (48 percent) of all public library outlets have no plans to replace workstations within the next year. However, more libraries plan to replace more workstations (6.9 on average) than add more workstations (4.7 on average) (see Figure C9). These numbers correspond with figure C12, which indicates that the most significant factor influencing the addition of workstations is space limitations; therefore, replacing current workstations is more likely to be planned than adding workstations.

Rural outlets and medium poverty area outlets indicate they are least likely to replace workstations within the next year (53 percent and 54.4 percent, respectively), whereas suburban outlets are slightly more likely to replace workstations (25.5 percent) than urban (25.2 percent), and high poverty areas are the most likely to replace existing workstations (30.5 percent). As with the number of workstations planned to be added within the next year, urban and high poverty outlets expect to replace the most workstations within the next year, with urban outlets planning to replace an average of 13.2 and high poverty outlets planning to replace an average of 13 workstations.

Figure C11. Public Library Outlet Public Access Internet Workstation/Laptop Replacement or Addition Schedule, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Replacement/Addition Schedule	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
The average replacement or addition schedule is every 2 years	*	2.9% (n=149)	2.8% (n=220)	2.5% (n=328)	2.4% (n=54)	2.2% (n=4)	2.5% (n=386)
The average replacement or addition schedule is every 3 years	14.7% (n=405)	22.0% (n=1,128)	11.9% (n=929)	16.2% (n=2,140)	12.3% (n=282)	22.5% (n=41)	15.7% (n=2,463)
The average replacement or addition schedule is every 4 years	37.6% (n=1,037)	22.7% (n=1,168)	12.6% (n=986)	18.9% (n=2,500)	26.1% (n=602)	48.9% (n=89)	20.3% (n=3,191)
The library has another replacement or addition schedule	38.0% (n=1,046)	23.1% (n=1,183)	12.7% (n=994)	19.2% (n=2,539)	26.0% (n=595)	48.9% (n=89)	20.6% (n=3,223)
The library does not know the average replacement or addition schedule	2.7% (n=74)	2.8% (n=143)	3.8% (n=295)	3.5% (n=462)	2.0% (n=46)	2.2% (n=4)	3.3% (n=512)
The library does not have a replacement or addition schedule	15.6% (n=428)	35.6% (n=1,820)	56.4% (n=4,397)	43.0% (n=5,679)	41.4% (n=949)	9.9% (n=18)	42.4% (n=6,646)

Weighted missing values, n=317. Key: *: Insufficient data to report.

Figure C11 shows the average schedule public libraries have for replacing or adding workstations. While the question was asked differently in this year's survey, there was a remarkable increase in the percent of libraries that have no replacement or addition schedule—up this year to 42.4 percent from 25.5 percent last year. The most common replacement or addition schedule is every 4 years, with urban (37.6 percent) and high poverty outlets (48.9 percent) most likely to adhere to this schedule. An almost identical percentage of outlets indicated that they adhered to a replacement or addition schedule other than the available categories. Of the libraries with another schedule, 48 percent indicated their schedule is every 5 years or more, and 8 percent reported that they add or replace workstations as needed. Having a replacement or addition schedule every two years was rare, with only 2.5 percent of outlets overall using this schedule.

Figure C12. Factors Influencing Addition of Public Access Internet Workstations/Laptops, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Factors Influencing Workstation/ Laptop Addition Decisions	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Space limitations	83.0% (n=2,249)	78.0% (n=4,011)	75.6% (n=5,868)	77.4% (n=10,187)	79.3% (n=1,805)	75.3% (n=137)	77.7% (n=12,129)
Cost factors	77.5% (n=2,100)	68.6% (n=3,528)	80.1% (n=6,219)	75.6% (n=9,954)	77.4% (n=1,763)	71.8% (n=130)	75.9% (n=11,847)
Maintenance, upgrade and general upkeep	19.8% (n=537)	19.8% (n=1,107)	27.5% (n=2,137)	23.8% (n=3,133)	22.4% (n=511)	26.4% (n=48)	23.6% (n=3,692)
Availability of staff	10.4% (n=282)	11.1% (n=572)	11.7% (n=906)	10.7% (n=1,409)	14.2% (n=323)	14.8% (n=27)	11.3% (n=1,759)
Inadequate bandwidth to support additional workstations	21.7% (n=587)	21.3% (n=1,096)	11.5% (n=896)	16.2% (n=2,139)	17.7% (n=402)	20.9% (n=38)	16.5% (n=2,579)
Availability of electrical outlets, cabling or other infrastructure	51.8% (n=1,404)	40.3% (n=2,073)	28.4% (n=2,206)	35.5% (n=4,672)	41.1% (n=936)	41.4% (n=75)	36.4% (n=5,683)
Other	4.4% (n=119)	2.9% (n=149)	3.2% (n=249)	3.5% (n=458)	2.5% (n=56)	1.7% (n=3)	3.3% (n=517)

Weighted missing values, n=363. Will not total 100%, as categories are not mutually exclusive.

Figure C12 identifies the factors that libraries indicated influenced decisions to add public access Internet workstations. Lack of space and cost were the two most influential reasons. Space was an issue with 77.7 percent of all outlets, followed closely by cost for 75.9 percent of outlets. The lack of space had the most impact on urban (83 percent) and medium poverty outlets (79.3 percent). Cost factors affected rural (80.1 percent) and urban outlets (77.5 percent) the most. Space (76.1 percent) and cost factors (72.6 percent) were the two most significant factors for adding public access Internet workstations in the 2006–2007 survey, as well. For those outlets that responded to the "other" category, the primary reasons for not adding public access Internet workstations were: (1) no need or a low demand for additional workstations (50 percent of respondents); and (2) the need for more furniture (16 percent) to accommodate additional workstations.

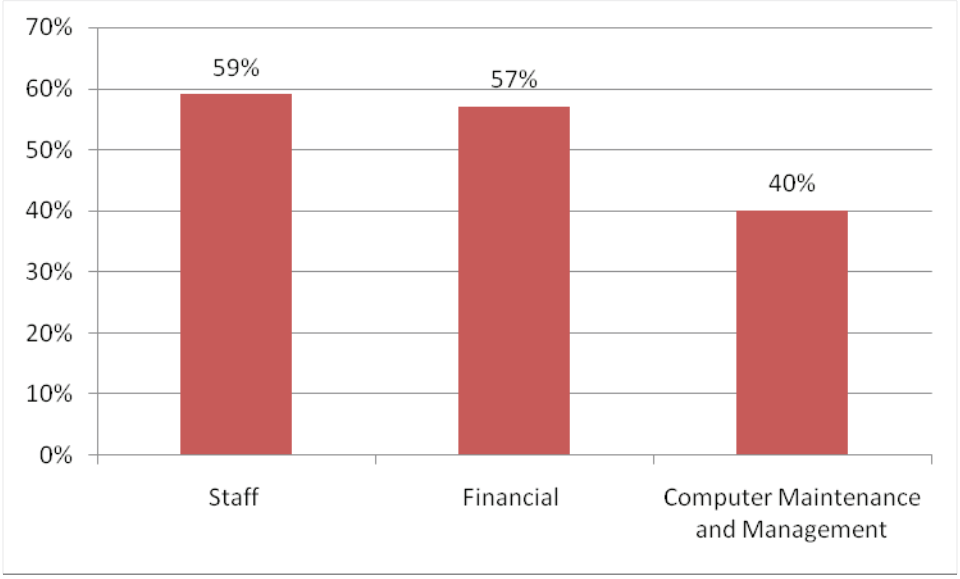
Figure C13. Factors Influencing Replacement of Public Access Internet Workstations/Laptops, by Metropolitan Status and Poverty.

	Metropolitan Status			*Poverty Level*			
Factors Influencing Workstation Replacement Decision	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Cost factors	92.1% (n=2,445)	85.7% (n=4,191)	91.2% (n=6,933)	89.2% (n=11,399)	91.9% (n=2,013)	89.7% (n=157)	89.6% (n=13,569)
Maintenance, upgrade, and general upkeep	39.0% (n=1,035)	31.0% (n=1,518)	32.4% (n=2,467)	32.3% (n=4,127)	38.1% (n=835)	32.6% (n=57)	33.1% (n=5,020)
Availability of staff	23.0% (n=611)	18.1% (n=887)	14.5% (n=1,103)	15.6% (n=1,999)	25.6% (n=561)	23.4% (n=41)	17.2% (n=2,601)
Other	6.7% (n=178)	10.0% (n=488)	7.0% (n=548)	7.8% (n=998)	9.3% (n=204)	6.3% (n=11)	8.0% (n=1,214)

Will not total 100%, as categories are not mutually exclusive

Figure C13 shows the primary factors public library outlets report as influencing their decision to replace public access Internet workstations. Overall, 89.6 percent of outlets indicated that cost was the most important factor, whereas staff availability was the least important factor of the specific categories available. Maintenance and upkeep of the workstations was a very important deciding factor for urban (39 percent) and medium poverty (38.1 percent) outlets, and these same outlets also found availability of staff to be more of a problem than other outlets (23 percent and 25.6 percent, respectively). The primary "other" reason influencing the replacement of public access Internet workstations was that there was no need due to recent replacement (19 percent).

Figure C14. Three Most Significant Challenges Facing Libraries



n=4,490. Will not total 100%, as categories are not mutually exclusive.

Figure C14 depicts the top three significant challenges public library outlets had in maintaining public access workstations and Internet access. The highest percentage of outlets (59 percent) stated that staffing issues were their biggest challenge, with topics such as training and/or expertise of staff, as well as the lack of dedicated IT support mentioned. Finance was a large concern for 57 percent of respondents, including the lack of available funds to purchase workstations or Internet services, maintenance and staffing costs, as well as the cost for hardware and software. Another 40 percent indicated that there were general computer issues with maintaining workstations and Internet access. These comments included the age of equipment, maintenance and upgrades of equipment, as well as providing enough computers to meet patron needs.

Quality of Public Access Services

This section presents survey findings regarding the quality of public library public access connectivity and computing. Figures C15 through C26 describe the speed of public access connectivity, sufficiency of connectivity speed, the extent to which library wireless connections share existing public access connections, adequacy of public access workstation numbers, and how public libraries support their IT services and resources.

Figure C15. Public Library Outlet Maximum Speed of Public Access Internet Services, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Maximum Speed	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Less than 128 kbps		1.3% (n=64)	4.3% (n=312)	2.6% (n=316)	3.2% (n=71)	*	2.6% (n=387)
129 kbps – 256 kbps		3.7% (n=177)	7.8% (n=566)	5.3% (n=655)	3.9% (n=88)	2.2% (n=4)	5.1% (n=747)
257 kbps – 768 kbps	3.3% (n=89)	6.1% (n=294)	12.5% (n=906)	9.5% (n=1,172)	5.7% (n=126)	*	8.8% (n=1,289)
769 kbps – 1.4 Mbps	3.8% (n=102)	8.7% (n=419)	10.0% (n=726)	8.8% (n=1,081)	7.3% (n=163)	1.7% (n=3)	8.5% (n=1,247)
1.5 Mbps (T1)	51.6% (n=1,383)	42.1% (n=2,023)	32.1% (n=2,321)	37.1% (n=4,561)	48.3% (n=1,077)	48.9% (n=87)	38.9% (n=5,727)
1.6 Mbps – 5.0 Mbps	11.5% (n=308)	13.1% (n=631)	9.6% (n=697)	11.4% (n=1,402)	9.9% (n=221)	8.4% (n=15)	11.1% (n=1,636)
6.0 Mbps – 10 Mbps	10.1% (n=272)	6.3% (n=305)	4.3% (n=309)	5.8% (n=717)	6.5% (n=145)	13.4% (n=24)	6.0% (n=886)
Greater than 10 Mbps	17.0% (n=456)	8.7% (n=418)	5.5% (n=397)	8.4% (n=1,032)	9.4% (n=209)	16.9% (n=30)	8.6% (n=1,271)
Don't Know	2.1% (n=56)	9.6% (n=461)	13.2% (n=955)	10.8% (n=1,331)	5.7% (n=127)	8.4% (n=15)	10.0% (n=1,472)

Weighted missing values, n=1,274. Key: * : Insufficient data to report.

Figure C15 shows the maximum speed of the public Internet access offered by library outlets. The highest percentage of outlets provide a connection speed of 1.5 Mbps (38.9 percent), with urban outlets (51.6 percent) and high poverty (48.9 percent) outlets the most likely to provide this speed. In fact, 64.6 percent of all outlets provide 1.5 Mbps or greater to patrons, whereas 25 percent of outlets have connection speeds of 1.4 Mbps or less. Ten percent of respondents did not know their connection speeds. Urban and high poverty outlets (17.0 percent and 16.9 percent, respectively) were the most likely to provide connection speeds greater than 10 Mbps, and rural (4.3 percent) and medium poverty (3.2 percent) libraries reported the slowest connection speed of less than 128 kbps. There was an overall increase in connection speeds available to patrons, with 73.1 percent of outlets who knew their connection speed providing at least 769 kbps versus 62.1 percent last year. It is important to note, however, that the speed categories were slightly different in the 2006–2007 survey, making direct comparisons difficult.

Although not represented in a figure, the highest percentage of library outlets responded that they had a leased line to provide public access Internet services (28.6 percent), most common in urban (55.2 percent) and high poverty (51.4 percent) outlets. Rural and low poverty outlets are most likely to use DSL (34.7 percent and 25.7 percent, respectively), whereas suburban (24.2 percent) and low poverty (22.6 percent) tend to use cable to provide Internet services to patrons.

Figure C16. Possibility of Increasing Adequacy of Public Library Outlet Public Access Internet Connection, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Increasing Adequacy of Connections	Urban	Suburban	Rural	Low	Medium	High	Overall
There is no interest in increasing the connection speed	10.7% (n=285)	19.4% (n=960)	23.0% (n=1,712)	21.0% (n=2,650)	13.1% (n=290)	10.1% (n=18)	19.7% (n=2,958)
The connection speed is already at the maximum level available	3.5% (n=93)	12.7% (n=629)	24.8% (n=1,842)	18.2% (n=2,303)	10.6% (n=235)	14.6% (n=26)	17.1% (n=2,564)
There is interest in increasing the outlet's bandwidth, but the library cannot currently afford to	20.5% (n=545)	19.9% (n=983)	22.3% (n=1,655)	20.5% (n=2,587)	25.7% (n=568)	15.1% (n=27)	21.2% (n=3,182)
There are plans in place to increase the bandwidth within the next year	33.9% (n=903)	21.3% (n=1,053)	8.7% (n=648)	15.9% (n=2,017)	24.4% (n=538)	28.1% (n=50)	17.3% (n=2,605)
It is possible to increase the speed; however, there are no plans in place to increase the bandwidth within the next year	26.1% (n=694)	18.1% (n=892)	13.3% (n=985)	16.4% (n=2,073)	20.3% (n=447)	28.7% (n=51)	17.1% (n=2,571)
There is interest but the outlet lacks the technical knowledge to increase the bandwidth in the library	*	1.3% (n=66)	2.0% (n=150)	1.7% (n=213)	*	*	1.5% (n=228)
Other	4.9% (n=131)	7.2% (n=355)	5.9% (n=441)	6.4% (n=806)	5.2% (n=114)	3.9% (n=7)	6.2% (n=927)

Weighted missing values, n=953. Key: * : Insufficient data to report.

Figure C16 illustrates the possibility and/or interest in increasing available connection speeds. While the overall figures show little change from the previous year, urban outlets saw a large increase in plans to increase bandwidth within the next year (33.9 percent presently versus 22.1 percent last year). Suburban outlets are increasingly finding that, although there is interest in increasing the bandwidth, the library cannot afford to do so (25.7 percent this year compared to 17.4 percent last year). Nearly one-quarter of rural libraries (24.8 percent) report they already are at the maximum level available. For outlets indicating other reasons that precluded them from increasing the available bandwidth, 38 percent stated that the Internet services were maintained by someone else, 18 percent had plans to increase the bandwidth later on and 9 percent stated that they had recently increased the speed.

Figure C17: Adequacy of Public Library Outlet Public Access Internet Connection, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Adequacy of Public Access Internet Connection	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
The connection speed is insufficient to meet patron needs	31.3% (n=835)	16.9% (n=866)	14.3% (n=1,106)	17.0% (n=2,221)	24.5% (n=553)	18.7% (n=34)	18.1% (n=2,808)
The connection speed is sufficient to meet patron needs at some times	35.7% (n=951)	42.1% (n=2,154)	39.0% (n=3,006)	38.9% (n=5,075)	41.1% (n=929)	59.1% (n=107)	39.4% (n=6,111)
The connection speed is sufficient to meet patron needs at all times	32.5% (n=865)	40.5% (n=2,071)	46.3% (n=3,574)	43.7% (n=5,702)	34.0% (n=768)	22.5% (n=41)	42.0% (n=6,511)
Don't know	*	*	*	*	*	*	

Weighted missing values, n=496. Key: * : Insufficient data to report.

Figure C17 illustrates the findings as to whether Internet connection speed is sufficient to meet patron needs. Respondents reported that the connection speed is insufficient to meet patron needs at some times (39.4 percent) or all of the time (18.1 percent), thus 57.5 percent of libraries report having insufficient connection speeds at some point during the day. This is up 5 percent from last year. Forty-two percent of libraries reported having a connection speed that is sufficient all of the time. Despite having higher connectivity speeds (see figure C15), urban libraries reported the most difficulty in speed sufficiency, with 31.3 percent reporting insufficient speed all of the time (up almost 10 percent from last year).
Results also demonstrate a significant decline in sufficiency for high poverty outlets. The percentage of these libraries that report their current connection speed is always sufficient declined to 22.5 percent from 40.8 percent last year.

Figure C18. Sufficiency of Public Access Internet Workstations, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Sufficiency of Public Access Workstations	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
There are consistently fewer public Internet workstations than patrons who wish to use them throughout a typical day	34.8% (n=938)	16.1% (n=839)	15.8% (n=1,242)	18.2% (n=2,415)	24.7% (n=570)	18.2% (n=33)	19.4% (n=3,019)
There are fewer public Internet workstations than patrons who wish to use them at different times throughout a typical day	59.1% (n=1,592)	66.7% (n=3,473)	63.2% (n=4,964)	64.1% (n=8,495)	60.9% (n=1,405)	70.4% (n=128)	63.1% (n=10,029)
There are always sufficient public Internet workstations available for patrons who wish to use them during a typical day	6.3% (n=169)	17.5% (n=912)	21.3% (n=1,683)	18.0% (n=2,399)	14.9% (n=345)	11.0% (n=20)	17.3% (n=2,764)

The percentages in figure C18 show the sufficiency of the number of public access Internet workstations available in outlets. There was a slight increase in 2007–2008 in outlets reporting there are fewer workstations available at different times of day than patrons who wish to use them (63.1 percent) than was reported in 2006–2007 (58.8 percent). Additionally, fewer outlets reported always having a sufficient number of public access Internet workstations (17.3 percent) than what was reported in 2006–2007 (21.9 percent). Urban (34.8 percent) and medium poverty (24.7 percent) outlets were the most likely to report having consistently fewer workstations than patrons who wish to use them, which is consistent with the findings from 2006–2007. Suburban (66.7 percent) and high poverty (70.4 percent) outlets were most likely to have difficulties providing enough workstations at various times during the day for the number of patrons wishing to use them. These findings are slightly different from last year's findings, as suburban (63.3 percent) and low poverty (59.5 percent) outlets reported the highest percentage for the same issue in that year. Overall, the 2007–2008 survey verifies the continuing trend of not enough public Internet access workstations available to patrons on demand.

Figure C19: Public Library Outlet Shared Wireless-Workstation Bandwidth, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Bandwidth Connection	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Yes, both the wireless connection and public access workstations share the same bandwidth/connection	70.5% (n=1,564)	67.5% (n=2,499)	83.5% (n=3,676)	75.1% (n=6,594)	72.9% (n=1,039)	79.9% (n=106)	74.9% (n=7,739)
No, the wireless connection is separate from the public access workstation bandwidth/connection and the staff bandwidth/connection	24.8% (n=550)	25.5% (n=943)	11.2% (n=495)	18.8% (n=1,649)	21.9% (n=312)	20.1% (n=27)	19.2% (n=1,988)
No, the public wireless and public access workstation bandwidth/connection are separate from staff bandwidth/connection	3.2% (n=70)	4.1% (n=150)	2.6% (n=114)	3.4% (n=297)	2.6% (n=37)	--	3.2% (n=334)
Don't know	1.3% (n=30)	3.0% (n=111)	2.7% (n=120)	2.6% (n=227)	2.4% (n=34)	--	2.5% (n=261)

Weighted missing values, n=378. Key: --: No data to report.

Figure C19, indicating the level of wireless sharing a connection with public access workstations, shows a dramatic increase over last year. The wireless and public access workstations share the same connection speed in 74.9 percent of outlets presently, while only 49.7 percent of outlets reported a shared connection last year; this increase was seen across all types of outlets. Suburban outlets (25.5 percent) and medium poverty outlets (21.9 percent) were the most likely to have a separate connection speed, whereas rural (83.5 percent) and high poverty (79.9 percent) outlets tend to share the connection.

Figure C20. Public Library Outlet Time Limits for Patron Use of Workstations, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Method	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
This library does not have time limits	2.2% (n=61)	5.9% (n=310)	8.8% (n=694)	6.7% (n=901)	6.2% (n=145)	9.9% (n=18)	6.7% (n=1,064)
This library has the same time limits for all workstations	58.8% (n=1,630)	74.0% (n=3,864)	81.1% (n=6,378)	75.3% (n=10,049)	73.8% (n=1,721)	55.8% (n=101)	74.9% (n=11,871)
This library has different time limits for different workstations	39.0% (n=1,083)	20.1% (n=1,049)	10.3% (n=812)	18.1% (n=2,418)	19.9% (n=464)	34.1% (n=62)	18.5% (n=2,944)
Do not know if this library has time limits	*	*	*	*	*	*	*

Weighted missing values, n=129. Key: * : Insufficient data to report.

Figure C20 shows the presence or absence of patron time limits for workstations, as well as the utilization of the same or different time limits for each workstation. The vast majority of public library outlets have time limits, with 74.9 percent reporting the same time limits for all workstations, and 18.5 percent reporting different time limits for different workstations. Indeed, only 6.7 percent of library outlets report having no time limit. Rural outlets are far more likely to have the same time limits for all computers (81.1 percent) than their urban counterparts (58.8 percent).

Figure C21. Public Library Outlets With the Same Time Limits for Internet Workstations per Day, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Time per Session	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Up to 30 minutes	25.7% (n=419)	32.8% (n=1,266)	39.1% (n=2,496)	35.4% (n=3,555)	34.6% (n=595)	29.7% (n=30)	35.2% (n=4,181)
Up to 45 minutes	4.0% (n=66)	3.4% (n=131)	2.8% (n=180)	3.2% (n=322)	3.0% (n=52)	3.0% (n=3)	3.2% (n=377)
Up to 60 minutes	58.0% (n=946)	46.9% (n=1,811)	41.9% (n=2,671)	45.2% (n=4,538)	48.8% (n=839)	50.0% (n=51)	45.7% (n=5,428)
Up to 2 hours	5.0% (n=81)	5.3% (n=203)	3.8% (n=276)	4.7% (n=467)	4.6% (n=79)	13.7% (n=14)	4.7% (n=560)
Other time limit	7.2% (n=117)	11.6% (n=447)	11.8% (n=755)	11.6% (n=1,161)	9.0% (n=155)	3.0% (n=3)	11.1% (n=1,319)

Weighted missing values, n=12

For outlets that use the same time limits for all workstations, the most common amount of time allowed is up to 60 minutes (45.7 percent overall), as figure C21 shows. Allowing patrons up to 2 hours at a workstation was relatively rare, although high poverty (13.7 percent) outlets were most likely to allow this amount of time. For outlets that responded to the "other time limit" category, 56 percent stated that the time limit depends on whether or not someone else is waiting, and 10 percent indicated they would allow time extensions for uses such as school work or job applications.

Figure C22. Public Library Outlets With the Same Time Limits for Internet Workstations and Total Sessions per Day, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Number of Sessions	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
One session per day	20.0% (n=326)	16.9% (n=651)	21.8% (n=1,389)	20.5% (2,058)	17.3% (n=297)	9.9% (n=10)	19.9% (n=2,366)
Two sessions per day	29.1% (n=475)	15.0% (n=577)	9.8% (n=624)	13.0% (n=1,306)	19.1% (n=329)	39.6% (n=40)	14.1% (n=1,676)
Unlimited but must sign up for each session	11.5% (n=187)	10.5% (n=404)	9.6% (n=613)	10.0% (n=1,006)	10.7% (n-185)	12.9% (n=13)	10.2% (n=1,204)
Unlimited as long as no one is waiting	23.7% (n=386)	40.4% (n=1,556)	48.1% (n=3,069)	43.2% (n=4,336)	37.8% (n=650)	24.5% (n=25)	42.3% (n=5,011)
Other session	15.7% (n=255)	17.3% (n=665)	10.7% (n=680)	13.2% (n=1,328)	15.0% (n=259)	12.9% (n=13)	13.5% (n=1,600)

Weighted missing values, n=12

Figure C22 outlines the number of sessions that public library outlets allow patrons to use workstations with the same time limits for all workstations. The most common number of sessions allowed is unlimited, as long as no one else is waiting (42.3 percent overall), with this allowance most likely to occur at rural (48.1 percent) and low poverty (43.2 percent) outlets. Of outlets responding to the "other" category, 23 percent allow patrons three sessions, and 14 percent allow four sessions per day.

Figure C23. Public Library Outlets With Different Time Limits for Internet Workstations per Day, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Time per Session	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Up to 30 minutes	63.7% (n=688)	51.6% (n=535)	51.4% (n=414)	54.6% (n=1,308)	61.2% (n=282)	77.6% (n=45)	56.0% (n=1,635)
Up to 45 minutes	5.4% (n=58)	5.1% (n=53)	3.9% (n=31)	4.3% (n=102)	8.8% (n=40)	--	4.9% (n=142)
Up to 60 minutes	63.0% (n=680)	77.1% (n=800)	65.8% (n=526)	70.8% (n=1,695)	60.3% (n=280)	53.4% (n=31)	68.8% (n=2,006)
Up to 2 hours	33.8% (n=364)	17.6% (n=182)	12.8% (n=102)	19.4% (n=464)	33.7% (n=154)	51.7% (n=30)	22.3% (n=648)
Other time limit	31.0% (n=334)	48.5% (n=503)	48.9% (n=389)	43.7% (n=1,046)	37.2% (n=170)	17.2% (n=10)	42.1% (n=1,226)

Weighted missing values, n=24. Key: --: No data to report. Will not total 100%, as respondents could choose more than one category.

Figure C23 indicates the time limits that public library outlets allow patrons to use different workstations. Respondents to this question were able to mark all of the categories that applied. The large percentages in multiple categories indicates that many outlets have multiple workstations that have been assigned to function for varying reasons (e.g., some workstations are for quick checking of email or a Web site, while others are to be solely used for longer projects such as research or homework). This is most clearly seen in the category of up to two hours per session for those outlets with different time limits (22.3 percent overall) and those outlets with the same time limits (see figure C22) with 4.7 percent of outlets allowing patrons to

use workstations for this long. A large percentage (42.1 percent) of outlets indicated another time limit than the available categories. When analyzed, a total of 65 percent of those respondents stated a time limit of 15 minutes for certain workstations, sometimes referred to as "express" workstations.

Figure C24. Public Library Outlets With Different Time Limits for Internet Workstations and Total Sessions per Day, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Number of Sessions	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
One session per day	12.7% (n=138)	28.3% (n=295)	29.4% (n=235)	23.7% (n=568)	21.8% (n=101)	--	22.9% (n=669)
Two sessions per day	18.9% (n=205)	18.9% (n=197)	11.3% (n=90)	16.2% (n=390)	18.4% (n=86)	27.4% (n=17)	16.8% (n=493)
Unlimited but must sign up for each session	11.8% (n=128)	12.0% (n=125)	14.6% (n=117)	12.6% (n=302)	13.1% (n=61)	11.3% (n=7)	12.6% (n=370)
Unlimited as long as no one is waiting	12.9% (n=140)	30.6% (n=319)	34.1% (n=273)	27.2% (n=654)	15.5% (n=72)	11.3% (n=7)	25.0% (n=733)
Other session	59.4% (n=643)	25.1% (n=262)	25.8% (n=206)	35.4% (n=851)	48.7% (n=226)	56.5% (n=35)	38.0% (n=1,112)

Weighted missing values, n=123. Key: --: No data to report. Will not total 100%, as respondents could choose more than one category.

Although respondents were allowed to skip questions regarding different time limits and different sessions, the missing values in figure C24 are larger, and the percentages are relatively small compared to figure C23. Overall, the highest percentage of respondents indicated other session totals (38 percent) than the available categories. Of those choosing the "other" category, 56 percent indicated that the session limit is per minute, and another 47 percent stated the limit depends on the wait, again showing confusion over the question and/or the possibility that the questions pose some overlap in the requirements library outlets have for patron workstation use. Nevertheless, rural (34.1 percent) and suburban (30.6 percent) libraries are the most likely to allow unlimited sessions as long as no one is waiting, and high poverty (27.4 percent) outlets are most likely to allow patrons two sessions per day over other outlet types.

Figure C25: Public Library Outlet Management of Public Internet Workstation Time Limits, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Method	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Remotely accessed or in-library computer reservation and time management software	29.4% (n=804)	9.4% (n=460)	3.8% (n=276)	9.2% (n=1,155)	15.6% (n=342)	26.4% (n=43)	10.4% (n=1,540)
In-library access only computer reservation and time management software	46.6% (n=1,274)	45.3% (n=2,221)	15.1% (n=1,085)	29.6% (n=3,692)	36.3% (n=796)	56.1% (n=92)	30.8% (n=4,580)
Manual list of users managed by staff	17.5% (n=478)	35.5% (n=1,744)	63.6% (n=4,585)	47.5% (n=5,931)	39.2% (n=859)	11.0% (n=18)	45.9% (n=6,808)
"Honor system" — rely on patrons to end sessions voluntarily	*	5.4% (n=267)	10.7% (n=774)	7.8% (n=976)	3.2% (n=71)	2.4% (n=4)	7.1% (n=1,051)
Other time management	5.4% (n=147)	4.0% (n=198)	6.4% (n=458)	5.5% (n=683)	5.1% (n=112)	4.3% (n=7)	5.4% (n=802)

Weighted missing values, n=75. Key: * Insufficient data to report.

Figure C25 presents findings regarding how public library outlets manage time limits on public access workstations. The largest percentage (45.9 percent) of outlets use a manual list kept by staff, which is most often utilized in rural (63.6 percent) and low poverty (47.5 percent) outlets. In-library access computer reservation software is the method used in almost one-third (30.8 percent) of outlets, and is most common in urban and high poverty libraries. Urban (29.4 percent) and high poverty (26.4 percent) outlets also are most likely to utilize a remotely accessed or in-library reservation system. Outlets responding to the "other" time management category noted a vast array of combinations in managing their time limits, such as time management software and honor-system combination (10 percent), a check in-check out system (10 percent) or even no time management at all unless someone is waiting (9 percent).

Figure C26. Public Library Outlet IT Support Sources, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Source	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Building-based staff (not IT specialist)	26.0% (n=718)	40.1% (n=2,066)	44.1% (n=3,429)	40.8% (n=5,387)	33.2% (n=762)	35.4% (n=64)	39.6% (n=6,213)
Building-based IT staff	18.9% (n=519)	13.5% (n=696)	6.7% (n=524)	10.4% (n=1,375)	14.1% (n=324)	22.5% (n=41)	11.1% (n=1,740)
System-level IT staff	76.0% (n=2,091)	40.8% (n=2,100)	23.7% (n=1,841)	36.2% (n=4,772)	48.9% (n=1,124)	74.6% (n=135)	38.5% (n=6,031)
County library department staff	7.2% (n=197)	14.2% (n=730)	11.2% (n=871)	11.0% (n=1,455)	14.1% (n=323)	9.9% (n=18)	11.5% (n=1,796)
Library consortia or other library system	9.5% (n=262)	20.3% (n=1,048)	17.1% (n=1,327)	17.8% (n=2,352)	11.4% (n=263)	12.1% (n=2,352)	16.8% (n=2,637)
County/city IT staff	21.4% (n=588)	16.4% (n=843)	8.1% (n=626)	12.9% (n=1,698)	13.7% (n=315)	23.8% (n=43)	13.1% (n=2,056)
State telecommunicati-ons network staff	7.2% (n=199)	4.4% (n=227)	3.2% (n=250)	3.6% (n=473)	8.3% (n=190)	7.2% (n=13)	4.3% (n=676)
State library IT staff	2.7% (n=75)	3.9% (n=203)	8.4% (n=655)	5.0% (n=662)	11.8% (n=271)	*	6.0% (n=933)
Outside vendor or contrac-tor	19.6% (n=541)	26.2% (n=1,349)	36.3% (n=2,817)	30.1% (n=3,965)	30.3% (n=696)	24.7% (n=45)	30.0% (n=4,706)
Volunteer(s)	2.6% (n=71)	6.0% (n=310)	14.4% (n=1,115)	10.3% (n=1,365)	5.4% (n=124)	3.8% (n=7)	9.5% (n=1,496)
Other	3.2% (n=87)	4.9% (n=253)	7.3% (n=566)	5.9% (n=773)	5.8% (n=133)	*	5.8% (n=133)

Weighted missing values, n=316. Key: * : Insufficient data to report. Will not total 100%, as respondents marked all that applied.

Figure C26 provides details of the sources from which public library outlets derive their information technology support. Building-based non-IT staff was the most common (39.6 percent overall) reported by library outlets, while state telecommunications network staff was the least common (4.3 percent overall) reported. Urban (76 percent) and high poverty (74.6 percent) outlets are most likely to have IT support provided by system-level IT staff, whereas rural (36.3 percent) and medium poverty (30.3 percent) outlets tend to use outside vendors or contractors for IT issues. Overall, rural and low poverty outlets are the most likely to depend on non-IT library staff. Of the outlets who responded to the "other" category, 24 percent stated that the library director or assistant director provided IT support, and 19 percent noted that this type of service is provided by their school district.

Public Access Services and Training Provided by Public Libraries

Connected public libraries offer a range of services and resources to the communities that they serve. These can include licensed resources, homework and education support, training, and e-government assistance. Figures C27 through C32 describe the types and nature of public access services offered by public libraries.

Figure C27. Public Access Internet Services Critical to the Role of the Library, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Public Internet Services	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Provide education resources and databases for K-12 students	80.9% (n=1,934)	82.1% (n=4,159)	75.6% (n=5,734)	78.3% (n=9,958)	80.7% (n=1,738)	82.9% (n=131)	78.7% (n=11,827)
Provide education resources and databases for students in higher education	40.9% (n=977)	33.7% (n=1,710)	40.3% (n=3,055)	36.7% (n=4,672)	46.9% (n=1,010)	37.3% (n=59)	38.2% (n=5,742)
Provide education resources and databases for home schooling	21.0% (n=502)	29.5% (n=1,493)	39.9% (n=3,025)	34.0% (n=4,321)	30.9% (n=665)	22.0% (n=35)	33.4% (n=5,020)
Provide education resources and databases for adult/continuing education students	51.9% (n=1,241)	43.5% (n=2,202)	47.5% (n=3,604)	46.8% (n=5,954)	47.4% (n=1,021)	45.6% (n=72)	46.9% (n=7,047)
Provide information for local economic development	8.1% (n=193)	7.2% (n=366)	6.6% (n=503)	6.9% (n=876)	7.6% (n=164)	13.8% (n=22)	7.1% (n=1,062)
Provide information about state and local business opportunities	8.0% (n=190)	6.2% (n=314)	7.7% (n=582)	7.3% (n=931)	6.3% (n=135)	12.7% (n=20)	7.2% (n=1,068)
Provide information for local business support	12.1% (n=290)	10.1% (n=512)	4.4% (n=335)	7.3% (n=932)	8.2% (n=177)	17.7% (n=29)	7.6% (n=1,137)
Provide information for college applicants	9.8% (n=235)	10.3% (n=523)	17.6% (n=1,337)	13.4% (n=1,711)	17.0% (n=367)	11.3% (n=18)	13.9% (n=2,095)
Provide information about the library's community	25.5% (n=610)	31.2% (n=1,582)	21.3% (n=1,613)	25.9% (n=3,291)	22.5% (n=484)	19.0% (n=30)	25.3% (n=3,805)
Provide information or databases regarding investments	9.5% (n=226)	8.9% (n=452)	3.8% (n=289)	6.7% (n=855)	4.6% (n=99)	8.2% (n=13)	6.4% (n=967)
Provide access to government information (e.g. ,tax forms, Medicare, paying traffic tickets)	47.9% (n=1,145)	52.5% (n=2,662)	60.1% (n=4,554)	55.9% (n=7,111)	54.0% (n=1,163)	54.4% (n=86)	55.6% (n=8,361)
Provide computer and Internet skills training	49.9% (n=1,193)	40.4% (n=2,045)	31.9% (n=2,416)	37.0% (n=4,706)	40.4% (n=869)	50.0% (n=79)	37.6% (n=5,654)
Provide services for job seekers	58.0% (n=1,386)	66.2% (n=3,352)	60.9% (n=4,616)	62.3% (n=7,934)	62.0% (n=1,335)	53.2% (n=84)	62.2% (n=9,354)
Provide services to immigrant populations	20.2% (n=483)	19.4% (n=984)	15.5% (n=1,193)	17.8% (n=2,259)	17.0% (n=366)	22.8% (n=36)	17.7% (n=2,660)
Other	19.5% (n=467)	14.0% (n=710)	16.9% (n=1,283)	16.8% (n=2,136)	14.0% (n=302)	12.7% (n=20)	16.3% (n=2,458)

Weighted missing values, n=1419. Key: -- : No data to report. * : Insufficient data to report. Will not total 100%, as respondents could select more than one option.

Figure C27 identifies the services that libraries indicated were the most critical to the communities that they serve. Overall, providing education resources to community members was the most critical, and also saw the largest increases over the 2006–2007 survey. As examples, providing education resources and databases for primary school students substantially increased in the 2007-2008 survey to 78.7 percent, up from 67.7

percent last year. Rural and high poverty outlets showed the largest increase in this area, increasing by 11.8 and 14 percent, respectively. Providing the same for home schooling students was reported by 33.4 percent of outlets, increasing from 14.5 percent last year. Aiding job seekers was increasingly viewed as a critical role for outlets, with 62.2 percent choosing this as being very important, up from 44 percent in the 2006-2007 survey. Of public library outlets reporting an "other" critical role (16.3 percent), 91 percent said that would fall under general access to the Internet, such as accessing email.

Figure C28. Public Library Services Available to Users, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Services	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Digital reference/virtual reference	79.9% (n=2,204)	70.1% (n=3,577)	51.4% (n=3,992)	62.2% (n=8,191)	63.1% (n=1,439)	79.0% (n=143)	62.5% (n=9,773)
Licensed databases	98.0% (n=2,703)	93.3% (n=4,758)	80.4% (n=6,245)	87.0% (n=11,460)	91.1% (n=2,080)	91.8% (n=167)	87.7% (n=13,706)
e-books	80.0% (n=2,207)	59.8% (n=3,052)	36.5% (n=2,838)	51.6% (n=6,795)	51.1% (n=1,165)	75.3% (n=137)	51.8% (n=8,097)
Video conferencing	12.3% (n=339)	4.1% (n=210)	4.7% (n=367)	6.0% (n=787)	5.3% (n=122)	3.8% (n=7)	5.9% (n=916)
Online instructional courses/ tutorials	47.6% (n=1,312)	43.0% (n=2,195)	41.9% (n=3,259)	43.1% (n=5,679)	44.2% (n=1,008)	43.4% (n=79)	43.3% (n=6,766)
Homework resources	89.5% (n=2,470)	86.1% (n=4,397)	79.5% (n=6,179)	83.6% (n=11,019)	81.9% (n=1,870)	86.7% (n=157)	83.4% (n=13,046)
Audio content (e.g., podcasts, audiobooks, other)	80.9% (n=2,234)	77.1% (n=3,938)	63.9% (n=4,968)	71.7% (n=9,441)	68.4% (n=1,561)	75.8% (n=138)	71.2% (n=11,140)
Video content	63.1% (n=1,742)	48.2% (n=2,460)	44.3% (n=3,439)	48.7% (n=6,421)	48.2% (n=1,099)	66.5% (n=121)	48.9% (n=7,641)
Digitized special collections (e.g., letters, postcards, documents, other)	57.9% (n=1,599)	34.3% (n=1,749)	25.0% (n=1,942)	32.7% (n=4,310)	38.7% (n=883)	52.7% (n=96)	33.8% (n=5,290)

Weighted missing values, n=1,283. Will not total 100%, as respondents could select more than one option.

Figure C28, indicating the Internet-related services made available by public library outlets, shows several increases over the 2006–2007 survey. The percentage of outlets providing e-books now exceeds 50 percent (versus 38.3 percent last year), online instructional courses and tutorials are now available in 43.3 percent of outlets (versus 34.4 percent last year), and 83.4 percent of outlets provide homework resources (up from 68.1 percent last year). Audio and video content were each up more than 30 percent compared to last year, and digitized special collections now are available in 33.8 percent of outlets (versus 21.1 percent last year).

Figure C29. Public Library Peripherals Available to Users, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Hardware	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Access and store content on USB/other devices (e.g., iPods, MP3, other)	78.8% (n=2,176)	75.9% (n=3,877)	67.0% (n=5,206)	71.3% (n=9,390)	75.5% (n=1,724)	79.7% (n=145)	72.0% (n=11,259)
Digital camera connection and manipulation of content	30.2% (n=835)	35.5% (n=1,812)	41.3% (n=3,209)	38.5% (n=5,071)	32.3% (n=737)	26.5% (n=48)	37.4% (n=5,856)
Burn CD/DVDs	21.1% (n=583)	35.6% (n=1,817)	38.9% (n=3,020)	35.8% (n=4,718)	28.9% (n=660)	22.5% (n=41)	34.7% (n=5,419)
Recreational gaming consoles, software or Web sites	66.8% (n=1,844)	58.1% (n=2,965)	54.2% (n=4,212)	57.4% (n=7,559)	58.4% (n=1,333)	70.9% (n=129)	57.7% (n=9,021)

Will not total 100%, as respondents could select more than one option

For the first time, the 2007–2008 survey asked about various computer peripheral options available to users (see figure C29). The public availability of USB ports and corresponding uses, such as connecting iPods, flash drives and the like, was reported in 72 percent of all outlets. This hardware is available in a slightly higher percentage of urban and high poverty outlets but is quite common across all metropolitan types of libraries. Recreational gaming consoles, software and Web sites are relatively common, as well, most likely to be available in urban and high poverty outlets, but available in most outlets of all types (57.7 percent). Rural (41.3 percent) and low poverty outlets (38.5 percent) were most likely to allow digital camera connection and content manipulation, and a higher percentage of these outlets allowed patrons to burn CDs and/or DVDs, with 38.9 percent of rural and 35.8 percent of low poverty libraries reporting this capability.

Figure C30. Factors That Prevent Public Libraries From Providing Services or Require Limited Access to Users, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Factors	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Computer hardware/software will not support the services	36.4% (n=811)	54.5% (n=2,156)	44.5% (n=2,697)	47.7% (n=4,879)	39.4% (n=741)	30.6% (n=44)	46.3% (n=5,664)
Public access Internet connectivity speed will not support the service(s)	27.0% (n=603)	28.7% (n=1,137)	21.0% (n=1,271)	23.3% (n=2,379)	31.8% (n=598)	22.9% (n=33)	24.6% (n=3,010)
Library policy restricts offering or access	62.6% (n=1,397)	38.6% (n=1,527)	38.2% (n=2,316)	40.3% (n=4,117)	54.0% (n=1,105)	74.3% (n=107)	42.8% (n=5,239)
Library cannot afford to purchase and/or support service(s)	47.7% (n=1,064)	57.3% (n=2,268)	73.6% (n=4,459)	64.0% (n=6,539)	62.7% (n=1,179)	51.0% (n=74)	63.6% (n=7,792)

Will not total 100%, as categories are not mutually exclusive

For public libraries that reported limited or no access to the services identified in figures C28 and C29, the survey asked respondents to report on factors that affect availability (see figure C30). The majority of responding outlets stated that the library could not afford to purchase the necessary services or hardware (63.6 percent), with rural (73.6 percent) and low poverty outlets (64.0 percent) indicating this was a factor in the highest percentages. A significant percentage (42.8) indicated that library policy restricts offering some of the services, most often reported for urban (62.6 percent) and high poverty (74.3 percent) outlets. The number of libraries reporting computer hardware/software unable to support services (e.g., video streaming, gaming, etc.), reported by 46.3 percent of outlets, likely ties in with the trend seen throughout this report of the escalating cost and unstable funding issues faced by public libraries.

Figure C31. Public Library Outlet Significant Impacts of Information Technology Training for Patrons, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Impacts of Training	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
No training offered	14.7% (n=348)	22.7% (n=1,140)	32.8% (n=2,504)	26.9% (n=3,422)	26.3% (n=561)	6.3% (n=10)	26.6% (n=3,992)
Facilitates local economic development	3.8% (n=90)	1.2% (n=62)	1.6% (n=121)	1.7% (n=217)	2.5% (n=53)	1.9% (n=3)	1.8% (n=273)
Offers technology training to those who would otherwise not have any	53.5% (n=1,267)	44.8% (n=2,246)	31.6% (n=2,408)	39.4% (n=5,008)	38.4% (n=821)	58.5% (n=93)	39.5% (n=5,921)
Helps students with their school assignments and school work	43.7% (n=1,035)	39.4% (n=1,976)	36.0% (n=2,749)	37.9% (n=4,824)	40.2% (n=860)	48.7% (n=77)	38.4% (n=5,760)
Helps business owners understand and use technology and/or information resources	3.1% (n=73)	2.5% (n=127)	1.1% (n=83)	2.0% (n=248)	1.3% (n=28)	4.4% (n=7)	1.9% (n=283)
Helps patrons complete job applications	23.0% (n=545)	20.9% (n=1,046)	24.1% (n=1,841)	22.3% (n=2,833)	25.7% (n=550)	30.4% (n=48)	22.9% (n=3,423)
Provides general technology skills	46.2% (n=1,094)	40.6% (n=2,034)	34.3% (n=2613)	37.7% (n=4,799)	40.4% (n=864)	49.4% (n=78)	38.3% (n=5,741)
Provides information literacy skills	62.7% (n=1,486)	53.4% (n=2,678)	38.8% (n=2,961)	47.5% (n=6,042)	46.4% (n=991)	58.5% (n=93)	47.5% (n=7,125)
Helps users access and use electronic government services and resources	14.2% (n=336)	19.3% (n=969)	25.8% (n=1,967)	22.3% (n=2,830)	19.6% (n=418)	15.8% (n=25)	21.8% (n=3,272)
Other	2.4% (n=57)	2.7% (n=134)	3.8% (n=292)	3.1% (n=394)	*	4.2% (n=89)	3.2% (n=483)

Weighted missing values, n=973. Key: * Insufficient data to report. Will not total 100%, as respondents were asked to choose the three most significant impacts.

Figure C31 outlines how libraries' information technology training for patrons supports their communities. The overall percentages of each category remained very close to the 2006-2007 survey responses. Urban outlets, however, increased to 43.7 percent from 35.9 percent last year in their role in helping students with school assignments and school work, and they also increased to 62.7 percent in providing information literacy skills training, up from 48.9 percent last year. Outlets responding to the "other" category indicated a need to distinguish between formal and informal training, as 52 percent stated that they provide no formal training but help as best they can when it is needed.

Figure C32. E-Government Roles and Services of Public Library Outlets, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
E-Government Roles and Services	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Staff provide assistance to patrons applying for or accessing e-government services	50.5% (n=1,389)	52.6% (n=2,676)	51.9% (n=3,995)	52.0% (n=6,813)	51.1% (n=1,156)	50.0% (n=91)	51.9% (N=8,060
Staff provide as-needed assistance to patrons for understanding and using e-government resources	71.5% (n=1,965)	77.7% (n=3,951)	72.5% (n=5,583)	73.9% (n=9,671)	74.9% (n=1,694)	74.2% (n=135)	74.0% (n=11,499)
Staff provide immigrants with assistance in locating immigration-related services and information	47.8% (n=1,313)	31.8% (n=1,620)	19.6% (n=1,505)	27.2% (n=3,556)	35.9% (n=811)	39.2% (n=71)	28.6% (n=4,438)
The library offers training classes regarding the use of e-government resources	25.4% (n=697)	6.9% (n=350)	5.8% (n=446)	8.7% (n=1,139)	14.5% (n=328)	14.8% (n=27)	9.6% (n=1,439)
The library is partnering with others to provide e-government services	19.6% (n=539)	10.5% (n=534)	9.8% (n=753)	11.2% (n=1,464)	14.8% (n=334)	15.4% (n=28)	11.8% (n=1,826)
The library has at least one staff member with significant knowledge and skills in provision of e-government services	30.3% (n=834)	19.0% (n=967)	16.5% (n=1,268)	19.4% (n=2,535)	22.1% (n=501)	18.7% (n=34)	19.8% (n=3,069)
Other	*	1.8% (n=93)	1.9% (n=151)	1.7% (n=235)	1.3% (n=30)	1.7% (n=3)	1.7% (n=268)
The library does not provide e-government services to its patrons on a regular basis	17.8% (n=488)	22.7% (n=1,156)	30.9% (n=2,375)	26.4% (n=3,457)	23.5% (n=532)	16.5% (n=30)	25.9% (n=4,019)

Weighted missing values, n=453. Key: * : Insufficient data to report. Will not total 100%, as categories are not mutually exclusive.

Public libraries increasingly provide a range of e-government roles and services. Figure C32 shows the various roles and services outlets provided in the 2007-2008 survey. Library outlets indicated that a vast majority provide as-needed assistance to patrons for understanding how to access and use government Web sites, programs and services (74 percent), followed by staff providing assistance to patrons applying for or accessing e-government services (51.9 percent), and providing assistance to immigrant populations (28.6 percent of all outlets). Libraries are unlikely to offer training classes (only 9.6 percent report providing formal classes), and are likely to engage in e-government services on their own, as only 11.8 percent of libraries report partnering to provide e-government services. Interestingly, only 19.8 percent of libraries report having a staff member with significant knowledge and skills in providing e-government services.

NATIONAL SYSTEM-LEVEL DATA

This section details the study findings for national system-level data. Figures C33-C35 present data regarding E-rate discounts. A brief discussion of the findings follows each table.

Figure C33. Percentage of Public Library Systems That Applied for an E-rate Discount, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
	Urban	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Applied	53.7% (n=334)	29.8% (n=836)	40.7% (n=2,312)	36.2% (n=2,945)	55.2% (n=500)	61.7% (n=37)	38.2% (n=3,482)
Another organization applied on the library's behalf	9.2% (n=57)	16.1% (n=451)	12.0% (n=681)	13.7% (n=1,113)	7.5% (n=68)	13.1% (n=8)	13.1% (n=1,189)
Did not apply	35.2% (n=219)	50.3% (n=1,412)	42.4% (n=2,409)	45.7% (n=3,721)	33.6% (n=305)	23.3% (n=14)	44.4% (n=4,040)
Do not know	2.1% (n=13)	3.9% (n=109)	4.8% (n=272)	4.4% (n=359)	3.6% (n=33)	3.3% (n=2)	4.3% (n=394)

Weighted missing values, n=82

The percentages shown in Figure C33 of library systems applying for E-rate discounts are similar to the percentages found in the 2006-2007 survey. Overall, 44.4 percent of libraries did not apply for the E-rate discount. Medium (55.2 percent) and high poverty (61.7 percent) libraries were most likely to apply. Suburban (50.3 percent) and low poverty libraries (45.7 percent) were least likely to apply for the E-rate discount.

Figure C34. Percentage of Public Library Systems Receiving E-rate Discounts, by Category and by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
E-rate Discount Categories	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
Internet connectivity	61.2% (n=235)	52.6% (n=677)	55.3% (n=1,646)	53.5% (n=2,163)	64.3% (n=362)	74.4% (n=32)	55.0% (n=2,557)
Telecommunications services	93.0% (n=358)	86.3% (n=1,111)	84.6% (n=2,520)	84.5% (n=3,416)	94.1% (n=530)	100.0% (n=43)	85.8% (n=3,989)
Internal connections cost	20.3% (n=78)	11.0% (n=141)	6.2% (n=184)	7.7% (n=310)	15.8% (n=89)	11.6% (n=5)	8.7% (n=404)

Weighted missing values, n=23. Will not total 100%, as respondents could select more than one option.

Figure C34 illustrates the categories to which libraries apply their E-rate discount. The highest percentage use E-rate funds for telecommunication services (85.8 percent), with most urban (93 percent) and high poverty outlets (100 percent) reporting this usage. Relatively few outlets apply these funds to internal connection costs (8.7 percent total), with rural (6.2 percent) and low poverty (7.7 percent) libraries the least likely to do so. These percentages are consistent with the 2006-2007 survey findings.

Figure C35. Public Library System Reasons for Not Applying for E-rate Discounts, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Reasons	**Urban**	**Suburban**	**Rural**	**Low**	**Medium**	**High**	**Overall**
The E-rate application process is too complicated	29.5% (n=62)	41.2% (n=549)	40.9% (n=920)	40.2% (n=1,403)	43.5% (n=127)	15.4% (n=2)	40.4% (n=1,532)
The library staff did not feel the library would qualify	9.5% (n=20)	12.6% (n=168)	8.3% (n=186)	10.0% (n=350)	8.2% (n=24)	*	9.9% (n=374)
Our total E-rate discount is fairly low and not worth the time needed to participate in the program	43.3% (n=91)	43.5% (n=581)	35.7% (n=802)	39.7% (n=1,386)	27.7% (n=81)	50.0% (n=6)	38.8% (n=1,473)
The library receives it as part of a consortium, so therefore does not apply individually	5.2% (n=11)	12.7% (n=170)	7.3% (n=164)	8.7% (n=302)	14.0% (n=41)	15.4% (n=2)	9.1% (n=345)
The library was denied funding in the past	3.8% (n=8)	5.2% (n=69)	5.3% (n=119)	5.0% (n=174)	6.5% (n=19)	23.1% (n=3)	5.2% (n=196)
The library did not apply because of the need to comply with CIPA's filtering requirements	40.5% (n=85)	32.2% (n=429)	30.5% (n=685)	31.7% (n=1,105)	29.8% (n=87)	50.0% (n=6)	31.6% (n=1,198)
The library has applied for E-rate in the past, but no longer finds it necessary	6.7% (n=14)	9.2% (n=123)	8.8% (n=197)	8.7% (n=305)	8.9% (n=26)	15.4% (n=2)	8.8% (n=333)
Other	20.5% (n=43)	17.5% (n=234)	24.5% (n=550)	21.6% (n=752)	24.7% (n=72)	23.1% (n=3)	21.8% (n=827)

Weighted missing values, n=247. Key: *: Insufficient data to report. Will not total to 100%, as respondents could select more than one option.

Figure C35 summarizes the reasons library outlets indicated for not applying for the E-rate discount. The vast majority of categories show percentages very similar to the 2006-2007 survey, although there has been a drop in urban outlets reporting that the application process is too complicated (29.5 percent, down from 36.1 percent last year), as well as an increase in urban libraries not applying due to CIPA requirement (40.5 percent, up from 36.1 percent last year). Overall, the two most common reasons for not applying for the E-rate discount are that the application process is too complicated (40.4 percent) or the low discount provided is not worth the time required to participate (38.8 percent).

A large percentage (21.8 percent overall) of library systems responded that they did not apply for the E-rate discount for other reasons. Of those systems, 44.2 percent stated that they receive the services for free, either directly from the provider or through another entity that pays for the service on their behalf. The second largest category, comprising 10.8 percent of responses, was that the system either did not know about the E-rate program, often because of a new director, or did not know how to complete the application.

Public Access Funding Findings

As in 2006-2007, the 2007-2008 survey asked public libraries to identify their current and anticipated next fiscal year operating and technology funding expenditures. The intent of these questions is to explore the source of public library funding used in major expenditures of staffing, collections and other categories — including public access technology. As with the 2006-2007 survey, participants in the 2007-2008 survey had difficulty responding. Indeed, the response rate for some questions declined by as much as 50 percent compared with other system-level questions. This decline suggests several factors—the library does not have, nor does it anticipate, expenditures by funding source, or that the library was unable to easily determine the expenditures for those categories asked about—both the type of expenditure and the source of funding for the specific expenditure. Thus, figures C36-C49 are best viewed as estimates of operating and technology expenditures.

Operating Expenditures

Figure C36. Fiscal Year 2007 Public Library System Average Total Operating Expenditures, by Type and Funding Source

	Fiscal Year 2007		
Sources of Funding	**Salaries (including benefits)**	**Collections**	**Other Expenditures**
Local/county	$949,479 (n=6,722)	$237,208 (n=5,784)	$350,518 (n=5,711)
State (including state aid to public libraries, or state-supported tax programs)	$136,398 (n=3,087)	$53,628 (n=3,637)	$62,820 (n=3,392)
Federal	$2,668 (n=2,243)	$2,072 (n=2,077)	$9,063 (n=2,263)
Fees/fines	$18,548 (n=2,484)	$18,806 (n=2,882)	$38,147 (n=3,278)
Donations/local fundraising	$53,145 (n=2,536)	$21,094 (n=3,484)	$37,283 (n=3,503)
Grants (local, state or national grant programs)	$16,695 (n=2,349)	$7,383 (n=2,526)	$14,990 (n=2,799)
Private foundation grants (e.g. Gates, Carnegie)	$9,489 (n=2,305)	$4,844 (n=2,350)	$13,036 (n=2,779)
Reported average total	$1,186,422	$345,035	$525,857
Reported average percent	57.7%	16.8%	25.6%

The numbers in Figure C36 show what public library systems reported as their average expenditures by source of funding within the major expenditure categories of salaries, collections and other expense categories for fiscal year 2007. Consistent with national estimates of library expenditures, libraries responding to this survey rely most heavily on local/county funding to pay for all expenditure categories. Federal sources provide the least funding. When compared with figures reported in the 2006-2007 survey, salaries funded by local/county sources were less than participating library systems anticipated, with an overall average of just under $950,000 this year, versus an anticipated $1,279,118 reported in the 2006-2007 survey (a decline of 25.8 percent).[1] New in the 2007-2008 survey is the addition across all operating expenditures of private foundation grants as a source of funding. The averages show that private foundation grants provide more funds than do federal sources across all expenditure categories. The true impact of private foundation grants will not be known until another year of data are collected.

1. *Libraries Connect Communities: Public Library Funding & Technology Access Study 2006-2007*. Chicago: American Library Association, 2007. Available: http://www.ala.org/ala/ors/plftas/0607report.cfm. Figures 39-40.

Figure C37. Fiscal Year 2008 Public Library System Anticipated Average Total Operating Expenditures, by Type and Funding Source

	Fiscal Year 2008		
Sources of Funding	**Salaries (including benefits)**	**Collections**	**Other Expenditures**
Local/county	$1,070,645 (n=6.223)	$257,048 (n=5,350)	$392,450 (n=5,372)
State (including state aid to public libraries, or state-supported tax programs)	$147,983 (n=2,780)	$57,461 (n=3,296)	$71,992 (n=3,085)
Federal	$2,892 (n=1,971)	$2,639 (n=1,869)	$10,001 (n=2,013)
Fees/fines	$18,023 (n=2,206)	$21,782 (n=2,616)	$41,832 (n=3,058)
Donations/local fund raising	$63,989 (n=2,291)	$25,672 (n=3,158)	$46,971 (n=3,206)
Grants (local, state or national grant programs)	$8,694 (n=2,063)	$6,580 (n=2,224)	$13,491 (n=2,444)
Private foundation grants (e.g. Gates, Carnegie)	$7,334 (n=2,009)	$4,940 (n=2,090)	$10,039 (n=2,500)
Reported average total	$1,319,560	$376,122	$586,776
Reported average percent	57.8%	16.5%	25.7%

When compared with the previous figure, Figure C37 suggests that library systems are anticipating slightly more local/county funds for salaries, and substantially more local/county funds for collections in fiscal year 2008. Fewer libraries anticipate funding from private foundation grants to pay for other expenditures than in fiscal year 2007.[2]

Figures C38 through C49 show the average operating expenditures that library systems reported for fiscal year 2007, as well as their anticipated expenditures for fiscal year 2008, based on funding source and expense category. These figures are presented by metropolitan status and poverty level.

The data in Figures C38 through C49 suggest the following:

- Rural systems anticipate a slight decrease in federal funding across all categories ($779 overall, for a 20.7 percent decrease), as well as a significant decrease, on average, for private foundation grants ($4,111 for a 40.7 percent decrease) to help with "other" expenditures (see Figures C38 and C39).
- Suburban systems anticipate a substantial drop ($24,011 overall, for a 60.4 percent decrease) in local, state and national grant funds to help pay for salaries in fiscal year 2008 (see Figures C40 and C41).
- Urban systems anticipate a large increase in local or county sources in fiscal year 2008 to pay for salaries and other expenditures ($1,711,693 overall, for a 18.6 percent increase), and anticipate a decrease ($30,942 overall, for a 21.3 percent decrease) in private foundation funding for salaries and other expenditures (see Figures C42 and C43).
- Low poverty systems anticipate an increase ($181,815 overall, for a 15.2 percent increase) in local/county funding across all categories in fiscal year 2008. Although low poverty systems also expect slightly more federal funding ($2,286 overall), this funding is still the smallest in proportion with other funding sources (see Figures C44 and C45).

2. Ibid.

- Medium poverty systems report an expected increase in funding to come from fees and fines ($47,151 overall, for a 25.0 percent increase), and more libraries reported directing those funds to "other" expenditures ($27,198 overall, for a 24.5 percent increase) rather than to staff or collections (see Figures C46 and C47).
- High poverty systems indicate an expected increase in donations and local fundraising ($48,482 overall, for a 20.8 percent increase) to help support all expenditures in fiscal year 2008 (see Figures C48 and C49).

Overall, therefore, the data show a range of expenditure trends by fiscal year, metropolitan status, and poverty.

Figure C38. Fiscal Year 2007 Rural Public Library System Average Total Operating Expenditures, by Type and Funding Source

	Fiscal Year 2007		
Sources of Funding	**Salaries (including benefits)**	**Collections**	**Other Expenditures**
Local/county	$212,109 (n=4,171)	$48,998 (n=3,471)	$85,580 (n=3,447)
State (including state aid to public libraries, or state-supported tax programs)	$49,450 (n=1,898)	$15,327 (n=2,224)	$21,599 (n=1,997)
Federal	$1,928 (n=1,388)	$675 (n=1,262)	$1,153 (n=1,334)
Fees/fines	$2,867 (n=1,524)	$3,571 (n=1,792)	$9,103 (n=1,958)
Donations/local fundraising	$7,745 (n=1,595)	$4,894 (n=2,184)	$10,080 (n=2,136)
Grants (local, state or national grant programs)	$3,659 (n=1,445)	$2,995 (n=1,543)	$5,675 (n=1,711)
Private foundation grants (e.g., Gates, Carnegie)	$3,640 (n=1,420)	$2,946 (n=1,479)	$10,108 (n=1,712)
Reported average total	$281,398	$79,406	$143,298
Reported average percent	55.8%	15.8%	28.4%

Figure C39. Fiscal Year 2008 Rural Public Library System Anticipated Average Total Operating Expenditures, by Type and Funding Source

	Fiscal Year 2008		
Sources of Funding	**Salaries (including benefits)**	**Collections**	**Other Expenditures**
Local/county	$229,205 (n=3,872)	$51,757 (n=3,195)	$97,600 (n=3,258)
State (including state aid to public libraries, or state-supported tax programs)	$57,704 (n=1,707)	$16,343 (n=2,008)	$24,055 (n=1,806)
Federal	$1,378 (n=1,209)	$526 (n=1,126)	$1,073 (n=1,196)
Fees/fines	$2,507 (n=1,343)	$3,869 (n=1,625)	$9,464 (n=1,860)
Donations/local fundraising	$6,718 (n=1,448)	$5,374 (n=1,978)	$8,961 (n=1,955)
Grants (local, state or national grant programs)	$2,261 (n=1,266)	$2,188 (n=1,357)	$7,489 (n=1,495)
Private foundation grants (e.g., Gates, Carnegie)	$3,458 (n=1,233)	$2,659 (n=1,286)	$5,997 (n=1,548)
Reported average total	$303,231	$82,716	$154,639
Reported average percent	56.1%	15.3%	28.6%

Figure C40. Fiscal Year 2007 Suburban Public Library System Average Total Operating Expenditures, by Type and Funding Source

	Fiscal Year 2007		
Sources of Funding	**Salaries (including benefits)**	**Collections**	**Other Expenditures**
Local/county	$1,006,449 (n=2,049)	$219,313 (n=1,849)	$353,126 (n=1,809)
State (including state aid to public libraries, or state-supported tax programs)	$119,524 (n=970)	$41,219 (n=1,126)	$44,250 (n=1,100)
Federal	$823 (n=711)	$1,403 (n=671)	$4,943 (n=730)
Fees/fines	$28,982 (n=791)	$14,470 (n=901)	$36,056 (n=1,058)
Donations/local fundraising	$7,347 (n=783)	$11,474 (n=1,063)	$18,557 (n=1,087)
Grants (local, state or national grant programs)	$25,330 (n=746)	$7,103 (n=797)	$7,277 (n=853)
Private foundation grants (e.g., Gates, Carnegie)	$4,351 (n=717)	$2,706 (n=701)	$6,116 (n=855)
Reported average total	$1,218,136	$297,688	$470,325
Reported average percent	61.3%	15.0%	23.7%

Figure C41. Fiscal Year 2008 Suburban Public Library System Anticipated Average Total Operating Expenditures, by Type and Funding Source

	Fiscal Year 2008		
Sources of Funding	**Salaries (including benefits)**	**Collections**	**Other Expenditures**
Local/county	$1,042,221 (n=1,889)	$226,114 (n=1,721)	$377,749 (n=1,681)
State (including state aid to public libraries, or state-supported tax programs)	$114,974 (n=879)	$45,831 (n=1,020)	$38,337 (n=994)
Federal	$1,521 (n=621)	$774 (n=607)	$2,514 (n=634)
Fees/fines	$28,889 (n=704)	$15,279 (n=810)	$35,261 (n=935)
Donations/local fundraising	$8,951 (n=693)	$14,525 (n=959)	$18,610 (n=983)
Grants (local, state or national grant programs)	$2,608 (n=653)	$4,772 (n=696)	$8,319 (n=746)
Private foundation grants (e.g. ,Gates, Carnegie)	$3,121 (n=621)	$2,505 (n=642)	$5,868 (n=762)
Reported average total	$1,202,285	$309,800	$486,658
Reported average percent	60.2%	15.5%	24.3%

Figure C42. Fiscal Year 2007 Urban Public Library System Average Total Operating Expenditures, by Type and Funding Source

	Fiscal Year 2007		
Sources of Funding	**Salaries (including benefits)**	**Collections**	**Other Expenditures**
Local/county	$6,844,485 (n=502)	$1,716,462 (n=464)	$2,351,904 (n=454)
State (including state aid to public libraries, or state-supported tax programs)	$965,450 (n=219)	$400,169 (n=286)	$411,546 (n=295)
Federal	$18,974 (n=143)	$17,393 (n=144)	$77,280 (n=199)
Fees/fines	$111,672 (n=168)	$183,794 (n=189)	$263,470 (n=262)
Donations/local fundraising	$740,365 (n=158)	$213,844 (n=237)	$318,038 (n=279)
Grants (local, state or national grant programs)	$95,233 (n=158)	$45,064 (n=186)	$110,543 (n=236)
Private foundation grants (e.g., Gates, Carnegie)	$81,013 (n=168)	$30,125 (n=170)	$64,462 (n=212)
Reported average total	$8,857,192	$2,606,851	$3,597,243
Reported average percent	58.8%	17.3%	23.9%

Figure C43. Fiscal Year 2008 Urban Public Library System Anticipated Average Total Operating Expenditures, by Type and Funding Source

	Fiscal Year 2008		
Sources of Funding	**Salaries (including benefits)**	**Collections**	**Other Expenditures**
Local/county	$8,239,411 (n=462)	$1,903,333 (n=433)	$2,668,671 (n=433)
State (including state aid to public libraries, or state-supported tax programs)	$1,089,304 (n=195)	$409,203 (n=268)	$492,653 (n=285)
Federal	$21,880 (n=141)	$28,564 (n=135)	$94,314 (n=183)
Fees/fines	$101,223 (n=159)	$211,324 (n=181)	$294,861 (n=262)
Donations/local fundraising	$870,007 (n=150)	$255,964 (n=221)	$429,312 (n=267)
Grants (local, state or national grant programs)	$92,484 (n=145)	$48,680 (n=171)	$76,850 (n=203)
Private foundation grants (e.g., Gates, Carnegie)	$55,059 (n=155)	$32,916 (n=161)	$59,474 (n=191)
Reported average total	$10,469,378	$2,889,984	$4,116,135
Reported average percent	59.9%	16.5%	23.6%

Figure C44. Fiscal Year 2007 Low Poverty Public Library Systems Average Total Operating Expenditures, by Type and Funding Source

	Fiscal Year 2007		
Sources of Funding	**Salaries (including benefits)**	**Collections**	**Other Expenditures**
Local/county	$725,932 (n=6,020)	$201,293 (n=5,152)	$267,949 (n=5,075)
State (including state aid to public libraries, or state-supported tax programs)	$88,565 (n=2,715)	$35,568 (n=3,175)	$44,010 (n=2,987)
Federal	$1,364 (n=1,986)	$942 (n=1,828)	$6,402 (n=1,978)
Fees/fines	$16,255 (n=2,216)	$14,702 (n=2,570)	$28,522 (n=2,917)
Donations/local fundraising	$58,185 (n=2,257)	$20,389 (n=3,130)	$36,069 (n=3,129)
Grants (local, state or national grant programs)	$16,858 (n=2,075)	$5,738 (n=2,254_	$11,586 (n=2,478)
Private foundation grants (e.g., Gates, Carnegie)	$7,781 (n=2,027)	$4,387 (n=2,085)	$11,608 (n=2,428)
Reported average total	$914,940	$283,019	$406,146
Reported average percent	57.0%	17.6%	25.3%

Figure C45. Fiscal Year 2008 Low Poverty Public Library Systems Anticipated Average Total Operating Expenditures, by Type and Funding Source

	Fiscal Year 2008		
Sources of Funding	**Salaries (including benefits)**	**Collections**	**Other Expenditures**
Local/county	$841,659 (n=5,579)	$223,040 (n=4,775)	$312,290 (n=4,778)
State (including state aid to public libraries, or state-supported tax programs)	$93,683 (n=2,444)	$43,423 (n=2,883)	$51,900 (n=2,708)
Federal	$1,517 (n=1,756)	$2,109 (n=1,654)	$7,368 (n=1,766)
Fees/fines	$14,565 (n=1,967)	$16,796 (n=2,334)	$29,675 (n=2,727)
Donations/local fundraising	$68,503 (n=2,069)	$25,634 (n=2,851)	$46,827 (n=2,859)
Grants (local, state or national grant programs)	$8,063 (n=1,834)	$4,156 (n=1,983)	$11,434 (n=2,160)
Private foundation grants (e.g., Gates, Carnegie)	$5,395 (n=1,783)	$4,115 (n=1,871)	$8,123 (n=2,233)
Reported average total	$1,033,385	$319,273	$467,617
Reported average percent	56.8%	17.5%	25.7%

Figure C46. Fiscal Year 2007 Medium Poverty Public Library System Average Total Operating Expenditures, by Type and Funding Source.

	Fiscal Year 2007		
Sources of Funding	**Salaries (including benefits)**	**Collections**	**Other Expenditures**
Local/county	$2,579,674 (n=659)	$459,562 (n=593)	$934,554 (n=595)
State (including state aid to public libraries, or state-supported tax programs)	$498,941 (n=352)	$161,867 (n=437)	$201,691 (n=383)
Federal	$9,282 (n=242)	$8,184 (n=234)	$24,225 (n=266)
Fees/fines	$38,869 (n=257)	$39,246 (n=295)	$110,753 (n=333)
Donations/local fundraising	$10,498 (n=265)	$22,472 (n=333)	$44,966 (n=350)
Grants (local, state or national grant programs)	$12,997 (n=250)	$8,932 (n=251)	$42,971 (n=299)
Private foundation grants (e.g., Gates, Carnegie)	$22,282 (n=262)	$6,946 (n=246)	$23,262 (n=329)
Reported average total	$3,172,543	$707,209	$1,382,422
Reported average percent	60.3%	13.4%	26.3%

Figure C47. Fiscal Year 2008 Medium Poverty Public Library System Anticipated Average Total Operating Expenditures, by Type and Funding Source

	Fiscal Year 2008		
Sources of Funding	**Salaries (including benefits)**	**Collections**	**Other Expenditures**
Local/county	$2,762,656 (n=603)	$512,086 (n=539)	$939,229 (n=555)
State (including state aid to public libraries, or state-supported tax programs)	$557,549 (n=319)	$152,290 (n=384)	$218,343 (n=353)
Federal	$10,003 (n=204)	$3,991 (n=199)	$25,504 (n=229)
Fees/fines	$49,177 (n=224)	$48,891 (n=263)	$137,951 (n=302)
Donations/local fundraising	$19,277 (n=209)	$20,045 (n=289)	$44,678 (n=325)
Grants (local, state or national grant programs)	$11,101 (n=208)	$10,277 (n=219)	$30,065 (n=260)
Private foundation grants (e.g., Gates, Carnegie)	$22,372 (n=212)	$10,580 (n=204)	$26,642 (n=251)
Reported average total	$3,432,135	$758,160	$1,395,353
Reported average percent	61.4%	13.6%	25.0%

Figure C48. Fiscal Year 2007 High Poverty Public Library System Average Total Operating Expenditures, by Type and Funding Source

	Fiscal Year 2007		
Sources of Funding	**Salaries (including benefits)**	**Collections**	**Other Expenditures**
Local/county	$7,273.289 (n=43)	$1,064,628 (n=38)	$2,087396 (n=41)
State (including state aid to public libraries, or state-supported tax programs)	$249,267 (n=21)	$449,867 (n=25)	$194,675 (n=22)
Federal	$72,557 (n=14)	$43,151 (n=16)	$73,406 (n=19)
Fees/fines	$6,316 (n=11)	$281.685 (n=17)	$180,309 (n=27)
Donations/local fundraising	$48,909 (n=14)	$100,525 (n=22)	$83,676 (n=24)
Grants (local, state or national grant programs)	$41,538 (n=24)	$169,991 (n=20)	$18,364 (n=22)
Private foundation grants (e.g., Gates, Carnegie)	$16,224 (n=16)	$28,047 (n=19)	$17,439 (n=22)
Reported average total	$7,708,100	$2,137,894	$2,655,265
Reported average percent	61.7%	17.1%	21.2%

Figure C49. Fiscal Year 2008 High Poverty Public Library System Anticipated Average Total Operating Expenditures, by Type and Funding Source

	Fiscal Year 2008		
Sources of Funding	**Salaries (including benefits)**	**Collections**	**Other Expenditures**
Local/county	$7,302,479 (n=41)	$1,056,236 (n=37)	$2,395,251 (n=40)
State (including state aid to public libraries, or state-supported tax programs)	$264,403 (n=17)	$171,680 (n=29)	$189,842 (n=24)
Federal	$91,229 (n=11)	$41,700 (n=16)	$73,253 (n=17)
Fees/fines	$5,194 (n=14)	$261,282 (n=19)	$185,831 (n=29)
Donations/local fundraising	$64,914 (n=13)	$117,860 (n=19)	$98,818 (n=22)
Grants (local, state or national grant programs)	$38,486 (n=22)	$187,941 (n=22)	$18,802 (n=24)
Private foundation grants (e.g., Gates, Carnegie)	$26,143 (n=14)	$32,457 (n=14)	$17,005 (n=17)
Reported average total	$7,792,848	$1,869,156	$2,978,802
Reported average percent	61.6%	14.8%	23.6%

The above figures provided key data regarding public library operating expenditures along key library metropolitan status and poverty demographic variables. The ensuing section describes public library technology expenditures.

Technology-Related Operating Expenditures

There was considerable improvement in libraries' ability to report technology-related expenditure data in the 2007-2008 survey. Building on the data first collected last year, library systems were asked to estimate expenditures for FY2008 in four categories—salaries, outside vendors, hardware/software and telecommunications. The 2007-2008 survey added the category of outside vendors and merged hardware and software into a single category. As with Figures C37-C49, participants also were asked for the first time in 2007-2008 to anticipate private foundation grants as a funding source for technology-related operating expenditures.

Figure C50 details the anticipated average for technology-related operating expenditures for all public libraries in fiscal year 2008. Similar to overall library expenditures, local/county funding is anticipated to be a prevalent source for technology-related expenditures. However, local/county funding for technology-related salaries is actually anticipated to drop by more than $12,000 from the average noted in the 2006-2007 (for anticipated fiscal year 2007) and by more than $18,000 from the prior fiscal year average.[3]

Expenditures for hardware and software from local/county sources, donations and government grants are anticipated to decline in FY2008, which may be due to a number of factors, including:

- The cyclical nature of this type of expenditure (e.g., replacements and additions occur every three to four years);
- A reduction in costs as an overall reduction in the cost of technologies occurs;

3. Ibid., Figures 53-54.

- The shift of technology expenditures away from being tax supported (including government grants), to being paid for by other sources of funding; and
- Capital expenditures for the renovations of existing buildings or the construction of new ones.

State funding is expected to increase slightly for fiscal year 2008 to help with salary expenditures, as well as telecommunications. Local/county funding is anticipated to aid public library systems in paying for outside vendors in fiscal year 2008.

Figure C50. Fiscal Year 2008 Public Library System Average Anticipated Average Total Technology-Related Operating Expenditures, by Type and Funding Source.

	Fiscal Year 2008			
Sources of Funding	**Salaries (including benefits)**	**Outside Vendors**	**Hardware/Software**	**Telecommunications**
Local/county	$78,502 (n=3,321)	$29,299 (n=3,449)	$35,673 (n=4,388)	$17,379 (n=4,363)
State (including state aid to public libraries, or state-supported tax programs)	$9,765 (n=1,917)	$5,608 (n=1,851)	$8,023 (n=2,098)	$3,230 (n=1,877)
Federal	$254 (n=1,690)	$916 (n=1,585)	$661 (n=1,622)	$8,007 (n=1,821)
Fees/fines	$699 (n=1,759)	$669 (n=1,661)	$1,848 (n=1,716)	$560 (n=1,684)
Donations/ local fundraising	$654 (n=1,775)	$1,921 (n=1,757)	$1,560 (n=2,163)	$664 (n=1,821)
Grants (local, state or national grant programs)	$5 (n=1,647)	$10 (n=1,552)	$29 (n=1,539)	$28 (n=1,593)
Private foundation grants (e.g., Gates, Carnegie)	$351 (n=1,721)	$367 (n=1,624)	$4,521 (n=2,246)	$295 (n=1,657)
Reported average total	$90,230	$38,790	$52,315	$30,163
Reported average percent	42.7%	18.3%	24.7%	14.3%

Figures C51 through C57 present the technology-related operating expenditures by metropolitan status and poverty level. Although many of the system types show a decrease in hardware and software operating expenditures over what was reported last year, some of this could be accounted for by the following:[4]

- Some hardware expenditures are paid from capital revenue, as in the case of a major renovation or a new branch opening, and therefore would not be reported as an operating expenditure.[5]
- Technology-related expenditures tend to be cyclical, with replacements, upgrades and additions occurring on a three- to four-year cycle.
- Actual technology costs (e.g., hardware) can decrease over time due to market forces.

These factors require additional exploration as the *Public Library Funding & Technology Access Study* continues.

Figures C51 through C57 suggest the following with regard to public library technology-related expenditures when compared to the FY2007 anticipated expenditures that were reported in the 2006-2007 report, by metropolitan status and poverty:

4. Ibid., Figures 55-66.
5. Capital expenditures are specifically defined in the Institute of Museum and Library Services (IMLS) public library statistics program documentation. IMLS maintains the same definitions determined in the federal public library survey program previously administered by the National Center for Education Statistics. Please consult *Public Libraries in the United States: Fiscal Year 2005*. Appendix B, Survey Questionnaire for a full definition. http://harvester.census.gov/imls/pubs/pls/pub_detail.asp?id=116#

Metropolitan Status

- Rural public library systems, unlike their suburban counterparts, anticipate increases in local/county funding to support technology-related salaries ($23,655 in FY2008, compared with $19,147 reported last year as anticipated for FY2007). A 12.5 percent decrease is anticipated in donations to fund hardware and software ($1,184) for FY2008, compared with $1,353 anticipated in FY2007.[6]
- Suburban public library systems anticipate spending far less from local/county funding sources for technology staff salaries (down 40 percent from last year's estimate) and telecommunications costs (down 48 percent) in FY2008.[7] Also anticipated in FY2008 are sharp decreases over both FY2006 and FY2007 in donations and government grants to support hardware and software expenditures.
- Urban public library systems report an increase in anticipated local/county funding for salaries, but a decrease in telecommunications funding from this source. A substantial amount of funding from all sources will be directed toward outside vendor expenses in FY2008. Urban libraries reported that about 19 percent of local/county funding and about 20 percent in overall funding will be directed to outside vendors. An increase can be seen over the last two fiscal years in average funding from federal sources to support technology staff salaries, while considerably fewer dollars from donations/local fundraising are being directed to that expenditure. Hardware and software expenditures also saw dramatic shifts in funding, with considerable improvement in local/county funding and significant declines in non-tax support (especially grants) from that reported in FY2006 and FY2007. Private foundation grants, reported as a new category of funding in the 2007-08 report, are expected to account for less than 50 percent of the overall grant support previously reported (see Figure C53).

Poverty Status

- Low poverty systems report modest but steady increases in use of federal funding sources to support technology-related telecommunications costs since fiscal year 2006, yet fewer dollars from local/county sources. Libraries anticipated a steady decline in local/county funding for technology-related staff salaries in FY 2008 ($59,482 versus $82,026 in FY2006). Support of hardware/software expenses from local/county sources has declined, but state and grant support has increased since FY2006.[8]
- Medium poverty outlets report a decline in all sources of revenue to support technology-related expenditures since FY2006. The most significant declines were in tax revenue (local/county, state and federal funding) to support hardware and software expenditures and technology-related staff salaries. Fewer donation dollars are being directed toward hardware and software expenditures since FY2006, and libraries in the medium poverty strata anticipate almost no government grants (local, state or national) to support technology-related expenditures in FY2008.[9]
- High poverty outlets expect substantial increases in local/county revenue for technology-related staff salaries over both of the previous two fiscal years, but declines in support for hardware/software and telecommunications expenditures. In fact, local/county support for telecommunications expenses have declined about 63 percent from anticipated funding for FY2007 and about 43 percent over FY2006.[10] Strong federal support for outside vendor and hardware/software expenses was anticipated in FY2008, but there has been a continued decline in federal tax support for telecommunications expenditures since FY2006. Donation/local fundraising dollars for technology-related expenditures have declined since

6. See Figure 51 in this year's study and Figure 56 in *Libraries Connect Communities: Public Library Funding & Technology Access Study 2006–2007.*
7. See Figure 52 in this year's study and Figure 58 in *Libraries Connect Communities: Public Library Funding & Technology Access Study 2006–2007.*
8. See Figure 54 in this year's report and Figures 61-62 in *Libraries Connect Communities: Public Library Funding and Technology Access Study 2006–2007*.
9. See Figure 55 in this year's report and Figures 63-64 in *Libraries Connect Communities: Public Library Funding and Technology Access Study 2006–2007*.
10. See Figure 56 in this year's report and Figures 65-66 in *Libraries Connect Communities: Public Library Funding and Technology Access Study 2006–2007*.

FY2006, with no anticipated support for hardware/software or telecommunications in FY2008. Similar to medium poverty libraries, government grants will be essentially non-existent in FY 2008, with only modest support anticipated from private foundation grants for contracting with outside vendors and hardware and software expenditures.

Overall, very little increase is expected from any funding source to cover technology-related expenses faced by public library systems in FY2008. While private foundation grants are somewhat replacing funding by government grants, most systems expect to encounter an overall decline in funding for technology-related operating expenditures in FY2008 as compared to FY2007.

Figure C51. Fiscal Year 2008 Rural Public Library System Anticipated Average Total Technology-Related Operating Expenditures, by Type and Funding Source

	Fiscal Year 2008			
Sources of Funding	**Salaries (including benefits)**	**Outside Vendors**	**Hardware/Software**	**Telecommunications**
Local/county	$23,655 (n=1,902)	$6,716 (n=1,995)	$9,346 (n=2,586)	$4,513 (n=2,606)
State (including state aid to public libraries, or state-supported tax programs)	$5,938 (n=1,163)	$1,165 (n=1,116)	$2,701 (n=1,250)	$1,021 (n=1,158)
Federal	$39 (n=1,028)	$96 (n=956)	$95 (n=966)	$902 (n=1,120)
Fees/fines	$369 (n=1,074)	$310 (n=1,005)	$687 (n=1,034)	$543 (n=1,015)
Donations/ local fundraising	$470 (n=1,106)	$572 (n=1,079)	$1,184 (n=1,388)	$479 (n=1,141)
Grants (local, state or national grant programs)	$6 (n=500)	$12 (n=948)	$35 (n=944)	$33 (n=971)
Private foundation grants (e.g., Gates, Carnegie)	$384 (n=1,063)	$311 (n=982)	$2,856 (n=1,418)	$299 (n=1,015)
Reported average total	$30,861	$9,182	$16,904	$7,790
Reported average percent	47.7%	14.2%	26.1%	12.0%

Figure C52. Fiscal Year 2008 Suburban Public Library System Anticipated Average Total Technology-Related Operating Expenditures, by Type and Funding Source

	Fiscal Year 2008			
Sources of Funding	**Salaries (including benefits)**	**Outside Vendors**	**Hardware/Software**	**Telecommunications**
Local/county	$73,922 (n=1,098)	$33,427 (n=1,191)	$35,121 (n=1,431)	$14,737 (n=1,396)
State (including state aid to public libraries, or state-supported tax programs)	$11,224 (n=621)	$4,201 (n=600)	$$5,399 (n=700)	$2,123 (n=602)
Federal	$38 (n=557)	$33 (n=528)	$551 (n=546)	$1,967 (n=581)
Fees/fines	$952 (n=576)	$1,130 (n=546)	$2,288 (n=568)	$565 (n=560)
Donations/ local fundraising	$260 (n=567)	$777 (n=568)	$1,232 (n=653)	$459 (n=573)
Grants (local, state or national grant programs)	$4 (n=549)	$7 (n=514)	$17 (n=506)	$21 (n=525)
Private foundation grants (e.g., Gates, Carnegie)	$37 (n=554)	$257 (n=536)	$3,687 (n=679)	$342 (n=541)
Reported average total	$86,437	$39,832	$48,295	$20,214
Reported average percent	44.4%	20.4%	24.8%	10.4%

Figure C53. Fiscal Year 2008 Urban Public Library System Anticipated Average Total Technology-Related Operating Expenditures, by Type and Funding Source

	Fiscal Year 2008			
Sources of Funding	**Salaries (including benefits)**	**Outside Vendors**	**Hardware/Software**	**Telecommunications**
Local/county	$418,291 (n=322)	$182,082 (n=263)	$221,188 (n=371)	$120,569 (n=361)
State (including state aid to public libraries, or state-supported tax programs)	$36,305 (n=134)	$48,241 (n=136)	$65,507 (n=148)	$30,623 (n=118)
Federal	$3,516 (n=104)	$13,189 (n=102)	$6,215 (n=109)	$102,866 (n=121)
Fees/fines	$2,585 (n=110)	$1,654 (n=110)	$10,145 (n=114)	$694 (n=109)
Donations/ local fundraising	$4,865 (n=101)	$21,120 (n=110)	$7,599 (n=122)	$3,734 (n=107)
Grants (local, state or national grant programs)	--	$8 (n=90)	$45 (n=88)	$14 (n=97)
Private foundation grants (e.g., Gates, Carnegie)	$1,698 (n=103)	$1,447 (n=106)	$25,215 (n=149)	--
Reported average total	$467,260	$267,741	$335,914	$258,500
Reported average percent	35.1%	20.1%	25.3%	19.4%

Key: -- : No data to report

Figure C54. Fiscal Year 2008 Low Poverty Public Library System Anticipated Average Total Technology-Related Operating Expenditures, by Type and Funding Source

	Fiscal Year 2008			
Sources of Funding	**Salaries (including benefits)**	**Outside Vendors**	**Hardware/Software**	**Telecommunications**
Local/county	$59,482 (n=2,912)	$22,475 (n=3,081)	$24,401 (n=3,899)	$12,322 (n=3,862)
State (including state aid to public libraries, or state-supported tax programs)	$7,939 (n=1,700)	$4,891 (n=1,625)	$6,151 (n=1,847)	$1,508 (n=1,676)
Federal	$134 (n=1,518)	$105 (n=1,419)	$391 (n=1,453)	$7,963 (n=1,630)
Fees/fines	$605 (n=1,577)	$622 (n=1,475)	$1,323 (n=1,531)	$567 (n=1,496)
Donations/ local fundraising	$432 (n=1,595)	$699 (n=1,579)	$1,296 (n=1,976)	$460 (n=1,638)
Grants (local, state or national grant programs)	$5 (n=1,480)	$11 (n=1,392)	$29 (n=1,387)	$31 (n=1,432)
Private foundation grants (e.g., Gates, Carnegie)	$271 (n=1,542)	$323 (n=1,453)	$4,061 (n=2,019)	$312 (n=1,488)
Reported average total	$68,868	$29,126	$37,652	$23,163
Reported average percent	43.4%	18.3%	23.7%	14.6%

Figure C55. Fiscal Year 2008 Medium Poverty Public Library System Anticipated Average Total Technology-Related Operating Expenditures, by Type and Funding Source

	Fiscal Year 2008			
Sources of Funding	**Salaries (including benefits)**	**Outside Vendors**	**Hardware/Software**	**Telecommunications**
Local/county	$202,783 (n=374)	$88,789 (n=337)	$129,393 (n=454)	$51,905 (n=464)
State (including state aid to public libraries, or state-supported tax programs)	$21,516 (n=198)	$11,053 (n=211)	$21,009 (n=234)	$17,523 (n=186)
Federal	$13 (n=159)	$2,762 (n=154)	$1,318 (n=156)	$6,627 (n=175)
Fees/fines	$1,583 (n=169)	$1,098 (n=174)	$6,031 (n=171)	$534 (n=174)
Donations/ local fundraising	$1,057 (n=167)	$13,611 (n=166)	$4,617 (n=176)	$2,676 (n=170)
Grants (local, state or national grant programs)	*	*	$26 (n=141)	*
Private foundation grants (e.g., Gates, Carnegie)	$1,120 (n=166)	$289 (n=158)	$8,473 (n=212)	$157 (n=157)
Reported average total	$228,072	$117,602	$170,867	$79,422
Reported average percent	38.3%	19.7%	28.7%	13.3%

Key: *: Insufficient data to report

Figure C56. Fiscal Year 2008 High Poverty Public Library System Anticipated Average Total Technology-Related Operating Expenditures, by Type and Funding Source

	Fiscal Year 2008			
Sources of Funding	**Salaries (including benefits)**	**Outside Vendors**	**Hardware/Software**	**Telecommunications**
Local/county	$330,535 (n=35)	$60,232 (n=32)	$76,342 (n=35)	$113,768 (n=36)
State (including state aid to public libraries, or state-supported tax programs)	$50,402 (n=19)	$6,641 (n=16)	$32,026 (n=17)	$17,896 (n=16)
Federal	$17,849 (n=13)	$70,108 (n=13)	$23,812 (n=13)	$27,890 (n=16)
Fees/fines	$491 (n=14)	$191 (n=13)	$8,186 (n=14)	$162 (n=14)
Donations/ local fundraising	$23,519 (n=13)	$449 (n=11)	--	--
Grants (local, state or national grant programs)	--	--	$142 (n=11)	--
Private foundation grants (e.g., Gates, Carnegie)	--	$6,491 (n=13)	$10,392 (n=16)	--
Reported average total	$422,796	$144,162	$150,900	$159,716
Reported average percent	48.2%	16.4%	17.2%	18.2%

Key: -- : No data to report

Figure C57. Fiscal Year 2008 Public Library System Average Anticipated Technology-Related Expenditures, by Metropolitan Status and Poverty

	Metropolitan Status			*Poverty Level*			
Technology-Related Expenditures	Urban	Suburban	Rural	Low	Medium	High	Overall
Staff only hardware	$62,433 (n=391)	$10,337 (n=1,434)	$2,570 (n=2,724)	$7,225 (n=4,031)	$34,036 (n=481)	$19,317 (n=36)	$10,159 (n=4,549)
Staff only software	$50,133 (n=351)	$6,928 (n=1,321)	$1,312 (n=2,595)	$4,847 (n=3,787)	$25,823 (n=446)	$8,206 (n=33)	$7,064 (n=4,267)
Public computing hardware	$80,442 (n=395)	$12,546 (n=1,569)	$3,832 (n=3,169)	$8,319 (n=4,583)	$46,474 (n=518)	$43,721 (n=32)	$12,390 (n=5,133)
Public computing software	$44,168 (n=354)	$7,667 (n=1,326)	$1,316 (n=2,756)	$5,102 (n=3,943)	$18,651 (n=462)	$21,807 (n=32)	$6,632 (n=4,437)
Telecommunications services (including telephone service, networking costs, possibly E-rate discount)	$127,905 (n=396)	$13,246 (n=1,642)	$3,376 (n=3,438)	$11,447 (n=4,923)	$45,193 (n=517)	$122,670 (n=35)	$15,341 (n=5,475)
Internet costs (including IP costs, possibly E-rate discount)	$46,457 (n=339)	$9,055 (n=1,335)	$2,519 (n=2,953)	$6,230 (n=4,139)	$17,587 (n=458)	$45,608 (n=30)	$7,670 (n=4,627)
Wireless access (hard/software)	$14,414 (n=306)	$1,106 (n=1,156)	$383 (n=2,239)	$1,561 (n=3,287)	$2,662 (n=389)	$14,945 (n=25)	$1,768 (n=3,701)
Instructional technology (video conferencing hard/software, projection equipment)	$4,968 (n=259)	$1,084 (n=972)	$499 (n=1,940)	$734 (n=2,821)	$3,491 (n=326)	$4,255 (n=24)	$1,044 (n=3,171)
Licensed resources	$144,462 (n=398)	$27,360 (n=1,428)	$5,512 (n=2,625)	$18,157 (n=3,982)	$72,925 (n=432)	$196,316 (n=36)	$24,933 (n=4,451)
Staff in technology support positions in the library or under contract to the library for such support	$270,385 (n=357)	$46,219 (n=1,298)	$11,449 (n=2,390)	$34,110 (n=3,581)	$119,991 (n=430)	$303,754 (n=33)	$45,462 (n=4,044)
Staff providing technology-related training to library staff or public other than above	$81,816 (n=299)	$7,943 (n=1,039)	$4,492 (n=2,080)	$5,265 (n=2,176)	$30,789 (n=359)	$97,520 (n=24)	$12,302 (n=3,418)

The average anticipated technology-related expenditures are outlined by sources of funding in Figure C57. The largest anticipated expenditures are expected to be on staff ($45,462), with expenditures for licensed resources ($24,933) the next largest. An extreme drop can be seen in the case of high poverty systems, which anticipated spending much less money on instructional technology ($4,255 for fiscal year 2008, versus $142,755 in 2007 and $165,077 in 2006).[11] This is worrisome, even though these are the types of items that do not necessarily need to be updated or replaced annually.

Anticipated expenditures for wireless access are expected to increase at a great rate, particularly in high poverty and urban areas; this is consistent with outlet-level findings elsewhere in this report. Although they remain the overall second largest anticipated expenditure, funds spent on licensed resources are decreasing, most dramatically in high poverty and urban systems, across all metropolitan status types. An increase also can be seen in anticipated expenditures for staff needed to provide technology-related training to library staff and the public ($12,302 in FY2008, compared with $8,331 in FY2007 and $7,470 in FY2006).[12] This may be an indication that library systems are realizing an ever-increasing role in providing technology-related services to the public.

11. *Libraries Connect Communities: Public Library Funding & Technology Access Study 2006-2007*. Chicago: American Library Association, 2007. Available: http://www.ala.org/ala/ors/plftas/0607report.cfm. Figures 37- 38.
12. Ibid.

The finance data provide an understanding of the public access funding landscape in public libraries. Of significance is that public libraries are increasing their reliance on non-recurring funds (e.g., foundation, fees/fines, grants) to fund public access technologies and services. This is in the context, as noted in the data, of flat and sometimes declining ongoing operating funds. Indeed, increasingly, ongoing operating funds are going into staff and administrative expenses such as utilities. Thus, future surveys will need to explore the funding landscape to assess longitudinally the public access technology funding landscape in public libraries.

2008 STATE SUMMARIES

The *2007–2008 Public Libraries and the Internet* survey sampled and received responses from all states and the District of Columbia. The survey did not, however, receive enough responses from all states for analysis purposes. The following state tables provide selected summary survey data for the states for which there were adequate and representative responses (42 in all, plus the District of Columbia). States for which data could not be fully analyzed are Idaho, Maine, Minnesota, Nebraska, New Hampshire, North Dakota, Vermont and Virginia.

The survey data were weighted to enable state projections. The weighting used was based on three variables:

- Metropolitan status of libraries in the state (urban, suburban and rural);
- Calculated poverty of the population served by the libraries in the state (less than 20 percent, 20-40 percent, and greater than 40 percent); and
- Total number of libraries in the state (the data presented in the tables are statewide estimates).

Additional detailed state data tables are available at www.ala.org/plinternetfunding.

ALABAMA

Alabama has 207 public library systems with 285 physical locations and 17 bookmobiles to serve almost 4.5 million residents. Alabama's public libraries are primarily organized as municipal government libraries (74.4 percent). The rest are organized as multi-jurisdictional libraries (17.9 percent) and as county libraries (7.2 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**ALABAMA**	**U.S.**
Total operating expenditures per capita*		$17.42	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		76.4%	72.5%
Average number of computers		13.0	12.0
Always sufficient computers available		22.5%	17.3%
Factors limiting library adding computers	*Space*	68.3%	77.7%
	Cost	78.9%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	28.4%	25.0%
	1.5 Mbps	39.2%	38.9%
	More than 1.5 Mbps	20.0%	25.7%
Always adequate connection speed		37.3%	42.0%
Wireless availability		48.2%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	89.1%	78.7%
	Provide services for job seekers	73.5%	62.2%
	Provide computer & Internet skills training	27.9%	37.6%
	Provide education resources & databases for adult/CE students	50.2%	46.9%
	Provide education resources & databases for students in higher ed	48.6%	38.2%
Internet services available	*Licensed databases*	81.5%	87.7%
	Homework resources	90.2%	83.4%
	Digital/virtual reference	64.5%	62.5%
	e-books	27.5%	51.8%
	Audio content	46.7%	71.2%
Library offers IT training for patrons		66.7%	73.4%
Library staff helps patrons understand and use e-government services, as needed		75.0%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

ALASKA

Alaska has 89 public library systems with 106 physical library locations and one bookmobile to serve 664,000 residents. Alaska's public libraries are primarily organized as municipal government libraries (47.2 percent). The rest are organized as association libraries within a municipality (24.7 percent), as county libraries (15.7 percent) and "other"—including libraries within the Native American Tribal Government and combined public/school libraries (7.9 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**ALASKA**	**U.S.**
Total operating expenditures per capita*		$36.49	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		70.7%	72.5%
Average number of computers		8.0	12.0
Always sufficient computers available		19.8%	17.3%
Factors limiting library adding computers	*Space*	77.6%	77.7%
	Cost	62.9%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	78.0%	25.0%
	1.5 Mbps	4.3%	38.9%
	More than 1.5 Mbps	7.7%	25.7%
Always adequate connection speed		25.3%	42.0%
Wireless availability		43.9%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & databases for K-12 students	50.0%	78.7%
	Provide services for job seekers	50.0%	62.2%
	Provide computer & Internet skills training	25.0%	37.6%
	Provide education resources & databases for adult/CE students	61.4%	46.9%
	Provide education resources & databases for students in higher ed	33.7%	38.2%
Internet services available	*Licensed databases*	73.0%	87.7%
	Homework resources	86.0%	83.4%
	Digital/virtual reference	47.0%	62.5%
	e-books	28.3%	51.8%
	Audio content	64.6%	71.2%
Library offers IT training for patrons		64.3%	73.4%
Library staff helps patrons understand and use e-government services, as needed		61.6%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

ARIZONA

Arizona has 86 public library systems with 191 physical library locations and nine bookmobiles to serve more than 5.7 million residents. Arizona's public libraries primarily are operated jointly by a county and city (34.9 percent). The rest are organized as municipal government libraries (36 percent) and as county libraries (15.1 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**ARIZONA**	**U.S.**
Total operating expenditures per capita*		$23.17	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		67.4%	72.5%
Average number of computers		26.1	12.0
Always sufficient computers available		12.4%	17.3%
Factors limiting library adding computers	*Space*	89.9%	77.7%
	Cost	79.8%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	9.0%	25.0%
	1.5 Mbps	42.1%	38.9%
	More than 1.5 Mbps	41.0%	25.7%
Always adequate connection speed		48.5%	42.0%
Wireless availability		70.2%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	76.4%	78.7%
	Provide services for job seekers	74.7%	62.2%
	Provide computer & Internet skills training	29.2%	37.6%
	Provide education resources & databases for adult/CE students	44.4%	46.9%
	Provide education resources & databases for students in higher ed	44.4%	38.2%
Internet services available	*Licensed databases*	96.1%	87.7%
	Homework resources	79.9%	83.4%
	Digital/virtual reference	65.2%	62.5%
	e-books	74.3%	51.8%
	Audio content	65.7%	71.2%
Library offers IT training for patrons		71.9%	73.4%
Library staff helps patrons understand and use e-government services, as needed		88.2%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

ARKANSAS

Arkansas has 48 public library systems with 213 physical library locations and three bookmobiles to serve almost 2.7 million residents. Arkansas' public libraries are organized primarily as county libraries (43.8 percent). The rest are organized as multi-jurisdictional libraries (33.3 percent) and as municipal government libraries (18.8 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**ARKANSAS**	**U.S.**
Total operating expenditures per capita*		$16.39	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		75.7%	72.5%
Average number of computers		7.5	12.0
Always sufficient computers available		14.8%	17.3%
Factors limiting library adding computers	*Space*	81.7%	77.7%
	Cost	80.2%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	49.0%	25.0%
	1.5 Mbps	11.5%	38.9%
	More than 1.5 Mbps	27.2%	25.7%
Always adequate connection speed		33.8%	42.0%
Wireless availability		48.0%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	86.6%	78.7%
	Provide services for job seekers	67.8%	62.2%
	Provide computer & Internet skills training	26.2%	37.6%
	Provide education resources & databases for adult/CE students	46.5%	46.9%
	Provide education resources & databases for students in higher ed	49.0%	38.2%
Internet services available	*Licensed databases*	78.9%	87.7%
	Homework resources	78.4%	83.4%
	Digital/virtual reference	37.3%	62.5%
	e-books	29.9%	51.8%
	Audio content	64.2%	71.2%
Library offers IT training for patrons		46.6%	73.4%
Library staff helps patrons understand and use e-government services, as needed		58.9%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

CALIFORNIA

California has 179 public library systems with 1,093 physical library locations and 60 bookmobiles to serve more than 36.7 million residents. California's public libraries are primarily organized as municipal government libraries (63.7 percent). Most of the rest are organized as county libraries (24.6 percent) and as library districts (5 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**CALIFORNIA**	**U.S.**
Total operating expenditures per capita*		$27.61	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		52.4%	72.5%
Average number of computers		14.9	12.0
Always sufficient computers available		8.9%	17.3%
Factors limiting library adding computers	*Space*	81.4%	77.7%
	Cost	72.4%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	15.5%	25.0%
	1.5 Mbps	46.8%	38.9%
	More than 1.5 Mbps	32.5%	25.7%
Always adequate connection speed		29.8%	42.0%
Wireless availability		66.4%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	95.7%	78.7%
	Provide services for job seekers	59.7%	62.2%
	Provide computer & Internet skills training	41.2%	37.6%
	Provide education resources & databases for adult/CE students	38.5%	46.9%
	Provide education resources & databases for students in higher ed	33.5%	38.2%
Internet services available	*Licensed databases*	94.8%	87.7%
	Homework resources	85.2%	83.4%
	Digital/virtual reference	80.2%	62.5%
	e-books	64.1%	51.8%
	Audio content	78.7%	71.2%
Library offers IT training for patrons		77.4%	73.4%
Library staff helps patrons understand and use e-government services, as needed		73.4%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

COLORADO

Colorado has 115 public library systems with 242 physical library locations and 11 bookmobiles to serve almost 4.5 million residents. Colorado's public libraries are primarily organized as library districts (42.6 percent) and as municipal government libraries (37.4 percent). Most of the rest are organized as county libraries (12.2 percent) and multi-jurisdictional libraries (7 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**COLORADO**	**U.S.**
Total operating expenditures per capita*		$42.37	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		67.2%	72.5%
Average number of computers		15.7	12.0
Always sufficient computers available		17.0%	17.3%
Factors limiting library adding computers	*Space*	77.6%	77.7%
	Cost	74.9%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	29.5%	25.0%
	1.5 Mbps	26.3%	38.9%
	More than 1.5 Mbps	42.4%	25.7%
Always adequate connection speed		43.8%	42.0%
Wireless availability		67.4%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	71.6%	78.7%
	Provide services for job seekers	62.9%	62.2%
	Provide computer & Internet skills training	45.7%	37.6%
	Provide education resources & databases for adult/CE students	48.5%	46.9%
	Provide education resources & databases for students in higher ed	34.9%	38.2%
Internet services available	*Licensed databases*	71.4%	87.7%
	Homework resources	81.7%	83.4%
	Digital/virtual reference	68.1%	62.5%
	e-books	41.9%	51.8%
	Audio content	68.5%	71.2%
Library offers IT training for patrons		75.9%	73.4%
Library staff helps patrons understand and use e-government services, as needed		68.8%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

CONNECTICUT

Connecticut has 194 public library systems with 244 physical library locations and seven bookmobiles to serve more than 3.5 million residents. Connecticut's public libraries are primarily organized as municipal government libraries (50.5 percent) or as association libraries within a municipality (49.5 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**CONNECTICUT**	**U.S.**
Total operating expenditures per capita*		$43.28	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		73.1%	72.5%
Average number of computers		16.2	12.0
Always sufficient computers available		34.3%	17.3%
Factors limiting library adding computers	*Space*	72.7%	77.7%
	Cost	73.5%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	21.2%	25.0%
	1.5 Mbps	15.3%	38.9%
	More than 1.5 Mbps	34.5%	25.7%
Always adequate connection speed		60.3%	42.0%
Wireless availability		76.1%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	71.4%	78.7%
	Provide services for job seekers	70.2%	62.2%
	Provide computer & Internet skills training	38.0%	37.6%
	Provide education resources & databases for adult/CE students	44.3%	46.9%
	Provide education resources & databases for students in higher ed	47.7%	38.2%
Internet services available	*Licensed databases*	90.8%	87.7%
	Homework resources	83.2%	83.4%
	Digital/virtual reference	82.4%	62.5%
	e-books	43.1%	51.8%
	Audio content	52.5%	71.2%
Library offers IT training for patrons		75.7%	73.4%
Library staff helps patrons understand and use e-government services, as needed		73.5%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

DELAWARE

Delaware has 21 public library systems with 33 physical library locations and two bookmobiles to serve more than 784,000 residents. Delaware's public libraries are organized primarily as library districts (52.4 percent) and as county systems (28.6 percent). Another 19.1 percent are organized as municipal government or as city/county libraries.*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**DELAWARE**	**U.S.**
Total operating expenditures per capita*		$28.23	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		78.8%	72.5%
Average number of computers		10.9	12.0
Always sufficient computers available		0%	17.3%
Factors limiting library adding computers	*Space*	80.6%	77.7%
	Cost	65.6%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	0%	25.0%
	1.5 Mbps	90.6%	38.9%
	More than 1.5 Mbps	3.2%	25.7%
Always adequate connection speed		24.2%	42.0%
Wireless availability		12.1%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	66.7%	78.7%
	Provide services for job seekers	69.7%	62.2%
	Provide computer & Internet skills training	69.7%	37.6%
	Provide education resources & databases for adult/CE students	33.3%	46.9%
	Provide education resources & databases for students in higher ed	21.2%	38.2%
Internet services available	*Licensed databases*	100%	87.7%
	Homework resources	97.0%	83.4%
	Digital/virtual reference	90.9%	62.5%
	e-books	69.7%	51.8%
	Audio content	81.8%	71.2%
Library offers IT training for patrons		75.8%	73.4%
Library staff helps patrons understand and use e-government services, as needed		90.9%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

DISTRICT OF COLUMBIA

The District of Columbia has one public library system with 23 physical library locations and one bookmobile to serve about 551,000 residents. It is organized as a municipal government system.*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**D.C.**	**U.S.**
Total operating expenditures per capita*		$56.62	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		0%	72.5%
Average number of computers		13.3	12.0
Always sufficient computers available		0%	17.3%
Factors limiting library adding computers	*Space*	0%	77.7%
	Cost	0%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	0%	25.0%
	1.5 Mbps	0%	38.9%
	More than 1.5 Mbps	100%	25.7%
Always adequate connection speed		0%	42.0%
Wireless availability		100%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	100%	78.7%
	Provide services for job seekers	0%	62.2%
	Provide computer & Internet skills training	100%	37.6%
	Provide education resources & databases for adult/CE students	0%	46.9%
	Provide education resources & databases for students in higher ed	100%	38.2%
Internet services available	*Licensed databases*	100%	87.7%
	Homework resources	100%	83.4%
	Digital/virtual reference	100%	62.5%
	e-books	91.7%	51.8%
	Audio content	100%	71.2%
Library offers IT training for patrons		100%	73.4%
Library staff helps patrons understand and use e-government services, as needed		0%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

FLORIDA

Florida has 78 public library systems with 502 physical library locations and 29 bookmobiles to serve more than 17.8 million residents. Florida's public libraries are primarily organized as county libraries (44.9 percent) and as municipal government libraries (37 percent). Most of the rest are organized as multi-jurisdictional libraries (14.1 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**FLORIDA**	**U.S.**
Total operating expenditures per capita*		$26.59	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		62.4%	72.5%
Average number of computers		21.8	12.0
Always sufficient computers available		11.6%	17.3%
Factors limiting library adding computers	*Space*	71.9%	77.7%
	Cost	75.5%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	11.1%	25.0%
	1.5 Mbps	30.5%	38.9%
	More than 1.5 Mbps	47.2%	25.7%
Always adequate connection speed		28.3%	42.0%
Wireless availability		70.2%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	67.0%	78.7%
	Provide services for job seekers	50.7%	62.2%
	Provide computer & Internet skills training	56.1%	37.6%
	Provide education resources & databases for adult/CE students	40.4%	46.9%
	Provide education resources & databases for students in higher ed	27.8%	38.2%
Internet services available	*Licensed databases*	97.3%	87.7%
	Homework resources	98.7%	83.4%
	Digital/virtual reference	89.7%	62.5%
	e-books	81.8%	51.8%
	Audio content	88.5%	71.2%
Library offers IT training for patrons		88.8%	73.4%
Library staff helps patrons understand and use e-government services, as needed		95.2%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

GEORGIA

Georgia has 58 public library systems with 370 physical library locations and 26 bookmobiles to serve more than 8.6 million residents. Georgia's public libraries are organized as multi-jurisdictional libraries (56.9 percent) and as county libraries (43.1 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**GEORGIA**	**U.S.**
Total operating expenditures per capita*		$19.34	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		65.8%	72.5%
Average number of computers		17.7	12.0
Always sufficient computers available		10.8%	17.3%
Factors limiting library adding computers	*Space*	84.2%	77.7%
	Cost	73.6%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	1.2%	25.0%
	1.5 Mbps	92.1%	38.9%
	More than 1.5 Mbps	6.9%	25.7%
Always adequate connection speed		34.1%	42.0%
Wireless availability		52.1%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	89.1%	78.7%
	Provide services for job seekers	75.8%	62.2%
	Provide computer & Internet skills training	27.6%	37.6%
	Provide education resources & databases for adult/CE students	59.7%	46.9%
	Provide education resources & databases for students in higher ed	52.7%	38.2%
Internet services available	*Licensed databases*	97.9%	87.7%
	Homework resources	70.9%	83.4%
	Digital/virtual reference	63.9%	62.5%
	e-books	35.8%	51.8%
	Audio content	45.5%	71.2%
Library offers IT training for patrons		63.9%	73.4%
Library staff helps patrons understand and use e-government services, as needed		82.1%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

HAWAII

Hawaii has one statewide public library system with 51 physical library locations and two bookmobiles to serve more than 1.2 million residents.*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**HAWAII**	**U.S.**
Total operating expenditures per capita*		$24.08	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		60.4%	72.5%
Average number of computers		5.6	12.0
Always sufficient computers available		17.6%	17.3%
Factors limiting library adding computers	*Space*	49.0%	77.7%
	Cost	64.7%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	47.5%	25.0%
	1.5 Mbps	25.0%	38.9%
	More than 1.5 Mbps	9.8%	25.7%
Always adequate connection speed		4.3%	42.0%
Wireless availability		0%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	85.1%	78.7%
	Provide services for job seekers	56.3%	62.2%
	Provide computer & Internet skills training	8.3%	37.6%
	Provide education resources & databases for adult/CE students	54.2%	46.9%
	Provide education resources & databases for students in higher ed	42.6%	38.2%
Internet services available	*Licensed databases*	100%	87.7%
	Homework resources	91.7%	83.4%
	Digital/virtual reference	27.1%	62.5%
	e-books	100%	51.8%
	Audio content	85.1%	71.2%
Library offers IT training for patrons		69.0%	73.4%
Library staff helps patrons understand and use e-government services, as needed		72.9%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

ILLINOIS

Illinois has 623 public library systems with 783 physical library locations and 28 bookmobiles to serve more than 11.4 million residents. Illinois' public libraries are organized as municipal government libraries (50.2 percent) or as library districts (49.8 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**ILLINOIS**	**U.S.**
Total operating expenditures per capita*		$47.92	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		67.5%	72.5%
Average number of computers		12.7	12.0
Always sufficient computers available		15.1%	17.3%
Factors limiting library adding computers	*Space*	76.6%	77.7%
	Cost	80.0%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	19.0%	25.0%
	1.5 Mbps	57.8%	38.9%
	More than 1.5 Mbps	14.0%	25.7%
Always adequate connection speed		54.8%	42.0%
Wireless availability		63.4%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	74.5%	78.7%
	Provide services for job seekers	70.2%	62.2%
	Provide computer & Internet skills training	34.5%	37.6%
	Provide education resources & databases for adult/CE students	43.8%	46.9%
	Provide education resources & databases for students in higher ed	38.4%	38.2%
Internet services available	*Licensed databases*	71.9%	87.7%
	Homework resources	72.5%	83.4%
	Digital/virtual reference	55.9%	62.5%
	e-books	44.2%	51.8%
	Audio content	62.8%	71.2%
Library offers IT training for patrons		71.7%	73.4%
Library staff helps patrons understand and use e-government services, as needed		62.7%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

INDIANA

Indiana has 239 public library systems with 438 physical library locations and 38 bookmobiles to serve more than 5.6 million residents. All of Indiana's public libraries are organized as library districts (100 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**INDIANA**	**U.S.**
Total operating expenditures per capita*		$46.57	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		77.0%	72.5%
Average number of computers		18.0	12.0
Always sufficient computers available		19.9%	17.3%
Factors limiting library adding computers	*Space*	79.2%	77.7%
	Cost	76.9%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	8.8%	25.0%
	1.5 Mbps	60.7%	38.9%
	More than 1.5 Mbps	25.1%	25.7%
Always adequate connection speed		45.5%	42.0%
Wireless availability		67.4%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	76.3%	78.7%
	Provide services for job seekers	66.0%	62.2%
	Provide computer & Internet skills training	44.8%	37.6%
	Provide education resources & databases for adult/CE students	61.3%	46.9%
	Provide education resources & databases for students in higher ed	37.6%	38.2%
Internet services available	*Licensed databases*	74.1%	87.7%
	Homework resources	78.6%	83.4%
	Digital/virtual reference	42.9%	62.5%
	e-books	33.6%	51.8%
	Audio content	66.3%	71.2%
Library offers IT training for patrons		79.6%	73.4%
Library staff helps patrons understand and use e-government services, as needed		72.0%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

IOWA

Iowa has 540 public library systems with 563 physical library locations and five bookmobiles to serve more than 2.9 million residents. Iowa's public libraries are primarily organized as municipal government libraries (98.7 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**IOWA**	**U.S.**
Total operating expenditures per capita*		$28.63	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		83.8%	72.5%
Average number of computers		6.8	12.0
Always sufficient computers available		21.0%	17.3%
Factors limiting library adding computers	*Space*	67.2%	77.7%
	Cost	86.3%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	56.3%	25.0%
	1.5 Mbps	12.1%	38.9%
	More than 1.5 Mbps	17.8%	25.7%
Always adequate connection speed		52.3%	42.0%
Wireless availability		63.5%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	75.9%	78.7%
	Provide services for job seekers	69.3%	62.2%
	Provide computer & Internet skills training	32.7%	37.6%
	Provide education resources & databases for adult/CE students	42.5%	46.9%
	Provide education resources & databases for students in higher ed	33.3%	38.2%
Internet services available	*Licensed databases*	80.4%	87.7%
	Homework resources	78.3%	83.4%
	Digital/virtual reference	35.3%	62.5%
	e-books	10.0%	51.8%
	Audio content	61.3%	71.2%
Library offers IT training for patrons		69.0%	73.4%
Library staff helps patrons understand and use e-government services, as needed		68.1%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

KANSAS

Kansas has 325 public library systems with 374 buildings and five bookmobiles to serve nearly 2.3 million residents. Most Kansas public libraries serve communities with fewer than 10,000 residents, and they are primarily organized as municipal government libraries (91.4 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**KANSAS**	**U.S.**
Total operating expenditures per capita*		$39.04	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		83.8%	72.5%
Average number of computers		8.7	12.0
Always sufficient computers available		21.9%	17.3%
Factors limiting library adding computers	*Space*	74.9%	77.7%
	Cost	78.7%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	42.9%	25.0%
	1.5 Mbps	20.9%	38.9%
	More than 1.5 Mbps	25.7%	25.7%
Always adequate connection speed		47.3%	42.0%
Wireless availability		65.7%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	73.2%	78.7%
	Provide services for job seekers	65.5%	62.2%
	Provide computer & Internet skills training	37.4%	37.6%
	Provide education resources & databases for adult/CE students	41.2%	46.9%
	Provide education resources & databases for students in higher ed	41.0%	38.2%
Internet services available	*Licensed databases*	70.5%	87.7%
	Homework resources	92.8%	83.4%
	Digital/virtual reference	56.1%	62.5%
	e-books	57.5%	51.8%
	Audio content	79.7%	71.2%
Library offers IT training for patrons		75.7%	73.4%
Library staff helps patrons understand and use e-government services, as needed		75.6%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

KENTUCKY

Kentucky has 116 public library systems with 193 physical library locations and 84 bookmobiles (more than any other state) to serve more than 4.1 million residents. Kentucky's public libraries are primarily organized as library districts (89.7 percent) and as county libraries (9.5 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**KENTUCKY**	**U.S.**
Total operating expenditures per capita*		$22.17	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		73.6%	72.5%
Average number of computers		14.0	12.0
Always sufficient computers available		7.0%	17.3%
Factors limiting library adding computers	*Space*	96.5%	77.7%
	Cost	78.5%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	20.2%	25.0%
	1.5 Mbps	16.0%	38.9%
	More than 1.5 Mbps	50.0%	25.7%
Always adequate connection speed		54.3%	42.0%
Wireless availability		91.1%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	62.0%	78.7%
	Provide services for job seekers	69.9%	62.2%
	Provide computer & Internet skills training	46.6%	37.6%
	Provide education resources & databases for adult/CE students	57.3%	46.9%
	Provide education resources & databases for students in higher ed	39.9%	38.2%
Internet services available	*Licensed databases*	85.3%	87.7%
	Homework resources	69.3%	83.4%
	Digital/virtual reference	73.0%	62.5%
	e-books	37.2%	51.8%
	Audio content	70.6%	71.2%
Library offers IT training for patrons		90.8%	73.4%
Library staff helps patrons understand and use e-government services, as needed		68.9%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

LOUISIANA

Louisiana has 67 public library systems with 335 physical library locations and 27 bookmobiles to serve over 4.5 million residents. Louisiana's public libraries are primarily organized as county/parish libraries (89.6 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**LOUISIANA**	**U.S.**
Total operating expenditures per capita*		$26.83	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		82.6%	72.5%
Average number of computers		14.2	12.0
Always sufficient computers available		18.8%	17.3%
Factors limiting library adding computers	*Space*	87.5%	77.7%
	Cost	60.4%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	21.8%	25.0%
	1.5 Mbps	43.4%	38.9%
	More than 1.5 Mbps	30.4%	25.7%
Always adequate connection speed		8.2%	42.0%
Wireless availability		52.1%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	89.9%	78.7%
	Provide services for job seekers	33.4%	62.2%
	Provide computer & Internet skills training	44.3%	37.6%
	Provide education resources & databases for adult/CE students	50.6%	46.9%
	Provide education resources & databases for students in higher ed	54.3%	38.2%
Internet services available	*Licensed databases*	98.7%	87.7%
	Homework resources	84.2%	83.4%
	Digital/virtual reference	55.4%	62.5%
	e-books	38.2%	51.8%
	Audio content	63.6%	71.2%
Library offers IT training for patrons		75.0%	73.4%
Library staff helps patrons understand and use e-government services, as needed		91.5%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

MARYLAND

Maryland has 24 public library systems with 178 physical library buildings and 15 bookmobiles to serve more than 5.5 million residents. All of the libraries are organized as county libraries (100 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**MARYLAND**	**U.S.**
Total operating expenditures per capita*		$37.48	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		79.5%	72.5%
Average number of computers		14.8	12.0
Always sufficient computers available		7.9%	17.3%
Factors limiting library adding computers	*Space*	89.2%	77.7%
	Cost	72.2%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	22.2%	25.0%
	1.5 Mbps	18.8%	38.9%
	More than 1.5 Mbps	58.5%	25.7%
Always adequate connection speed		44.9%	42.0%
Wireless availability		71.0%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	87.2%	78.7%
	Provide services for job seekers	65.7%	62.2%
	Provide computer & Internet skills training	43.0%	37.6%
	Provide education resources & databases for adult/CE students	50.0%	46.9%
	Provide education resources & databases for students in higher ed	17.3%	38.2%
Internet services available	*Licensed databases*	98.9%	87.7%
	Homework resources	98.9%	83.4%
	Digital/virtual reference	98.3%	62.5%
	e-books	96.6%	51.8%
	Audio content	95.5%	71.2%
Library offers IT training for patrons		81.4%	73.4%
Library staff helps patrons understand and use e-government services, as needed		77.8%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

MASSACHUSETTS

Massachusetts has 370 public library systems with 483 physical library locations and five bookmobiles to serve more than 6.4 million residents. Massachusetts' public libraries are primarily organized as municipal government libraries (93.2 percent). Most of the rest are organized as association libraries within a municipality (6.5 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**MASSACHUSETTS**	**U.S.**
Total operating expenditures per capita*		$36.11	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		78.9%	72.5%
Average number of computers		11.5	12.0
Always sufficient computers available		19.2%	17.3%
Factors limiting library adding computers	*Space*	65.2%	77.7%
	Cost	78.7%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	23.6%	25.0%
	1.5 Mbps	33.2%	38.9%
	More than 1.5 Mbps	17.0%	25.7%
Always adequate connection speed		49.6%	42.0%
Wireless availability		79.9%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	76.1%	78.7%
	Provide services for job seekers	53.9%	62.2%
	Provide computer & Internet skills training	33.0%	37.6%
	Provide education resources & databases for adult/CE students	55.4%	46.9%
	Provide education resources & databases for students in higher ed	36.7%	38.2%
Internet services available	*Licensed databases*	94.1%	87.7%
	Homework resources	72.8%	83.4%
	Digital/virtual reference	72.4%	62.5%
	e-books	66.7%	51.8%
	Audio content	80.0%	71.2%
Library offers IT training for patrons		75.8%	73.4%
Library staff helps patrons understand and use e-government services, as needed		71.7%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

MICHIGAN

Michigan has 383 public library systems with 656 physical library locations and 16 bookmobiles to serve more than 9.9 million residents. Michigan's public libraries are primarily organized as municipal government libraries (51.4 percent) and as library districts (38.6 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**MICHIGAN**	**U.S.**
Total operating expenditures per capita*		$33.07	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		79.0%	72.5%
Average number of computers		18.3	12.0
Always sufficient computers available		9.4%	17.3%
Factors limiting library adding computers	*Space*	81.3%	77.7%
	Cost	70.2%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	19.3%	25.0%
	1.5 Mbps	37.0%	38.9%
	More than 1.5 Mbps	38.2%	25.7%
Always adequate connection speed		37.6%	42.0%
Wireless availability		74.3%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	71.2%	78.7%
	Provide services for job seekers	88.4%	62.2%
	Provide computer & Internet skills training	47.4%	37.6%
	Provide education resources & databases for adult/CE students	42.0%	46.9%
	Provide education resources & databases for students in higher ed	29.5%	38.2%
Internet services available	*Licensed databases*	85.5%	87.7%
	Homework resources	79.2%	83.4%
	Digital/virtual reference	54.8%	62.5%
	e-books	63.0%	51.8%
	Audio content	64.9%	71.2%
Library offers IT training for patrons		73.3%	73.4%
Library staff helps patrons understand and use e-government services, as needed		71.7%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

MISSISSIPPI

Mississippi has 50 public library systems with 241 physical library locations and two bookmobiles to serve almost 2.9 million residents. Mississippi's public libraries are organized as county/parish libraries (34.0 percent), as multi-jurisdictional libraries (34.0 percent) and as jointly operated city/county libraries (26.0 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**MISSISSIPPI**	**U.S.**
Total operating expenditures per capita*		$13.50	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		82.8%	72.5%
Average number of computers		8.5	12.0
Always sufficient computers available		25.8%	17.3%
Factors limiting library adding computers	*Space*	76.5%	77.7%
	Cost	78.8%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	34.0%	25.0%
	1.5 Mbps	53.4%	38.9%
	More than 1.5 Mbps	3.4%	25.7%
Always adequate connection speed		33.3%	42.0%
Wireless availability		48.1%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	93.9%	78.7%
	Provide services for job seekers	67.6%	62.2%
	Provide computer & Internet skills training	26.3%	37.6%
	Provide education resources & databases for adult/CE students	53.1%	46.9%
	Provide education resources & databases for students in higher ed	55.0%	38.2%
Internet services available	*Licensed databases*	91.2%	87.7%
	Homework resources	93.9%	83.4%
	Digital/virtual reference	42.0%	62.5%
	e-books	21.0%	51.8%
	Audio content	58.4%	71.2%
Library offers IT training for patrons		62.6%	73.4%
Library staff helps patrons understand and use e-government services, as needed		64.9%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

MISSOURI

Missouri has 149 public library systems with 358 physical library locations and 29 bookmobiles to serve more than 5.1 million residents. Missouri's public libraries are primarily organized as library districts (88.6 percent). Most of the rest are organized as municipal government libraries (9.4 percent) and as association libraries within a municipality (1.3 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**MISSOURI**	**U.S.**
Total operating expenditures per capita*		$31.68	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		62.2%	72.5%
Average number of computers		12.3	12.0
Always sufficient computers available		24.2%	17.3%
Factors limiting library adding computers	*Space*	90.3%	77.7%
	Cost	73.4%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	3.4%	25.0%
	1.5 Mbps	70.5%	38.9%
	More than 1.5 Mbps	25.2%	25.7%
Always adequate connection speed		40.5%	42.0%
Wireless availability		56.5%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	64.2%	78.7%
	Provide services for job seekers	60.7%	62.2%
	Provide computer & Internet skills training	54.7%	37.6%
	Provide education resources & databases for adult/CE students	53.5%	46.9%
	Provide education resources & databases for students in higher ed	23.0%	38.2%
Internet services available	*Licensed databases*	83.7%	87.7%
	Homework resources	77.6%	83.4%
	Digital/virtual reference	43.2%	62.5%
	e-books	45.3%	51.8%
	Audio content	61.0%	71.2%
Library offers IT training for patrons		72.1%	73.4%
Library staff helps patrons understand and use e-government services, as needed		64.7%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

MONTANA

Montana has 79 public library systems with 109 physical library locations and three bookmobiles to serve almost 900,000 residents. Montana's public libraries are primarily organized as municipal government libraries (35.4 percent) and as county libraries (34.2 percent). The rest are organized as jointly operated city/county libraries (16.5 percent) and as multi-jurisdictional libraries (13.9 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**MONTANA**	**U.S.**
Total operating expenditures per capita*		$19.17	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		71.1%	72.5%
Average number of computers		8.2	12.0
Always sufficient computers available		26.9%	17.3%
Factors limiting library adding computers	*Space*	78.0%	77.7%
	Cost	72.3%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	44.7%	25.0%
	1.5 Mbps	17.0%	38.9%
	More than 1.5 Mbps	26.6%	25.7%
Always adequate connection speed		40.4%	42.0%
Wireless availability		80.0%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	62.9%	78.7%
	Provide services for job seekers	60.8%	62.2%
	Provide computer & Internet skills training	27.8%	37.6%
	Provide education resources & databases for adult/CE students	54.6%	46.9%
	Provide education resources & databases for students in higher ed	34.0%	38.2%
Internet services available	*Licensed databases*	92.8%	87.7%
	Homework resources	84.5%	83.4%
	Digital/virtual reference	69.1%	62.5%
	e-books	45.9%	51.8%
	Audio content	62.9%	71.2%
Library offers IT training for patrons		70.1%	73.4%
Library staff helps patrons understand and use e-government services, as needed		74.2%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

NEVADA

Nevada has 22 public library systems with 85 physical library locations and four bookmobiles to serve more than 2.5 million residents. Nevada's public libraries are organized primarily as county library systems (50 percent) and as library districts (40.9 percent). The rest are organized as municipal and multi-jurisdictional libraries (9 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**NEVADA**	**U.S.**
Total operating expenditures per capita*		$27.51	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		67.1%	72.5%
Average number of computers		8.1	12.0
Always sufficient computers available		13.6%	17.3%
Factors limiting library adding computers	*Space*	73.4%	77.7%
	Cost	64.6%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	25.9%	25.0%
	1.5 Mbps	30.9%	38.9%
	More than 1.5 Mbps	28.0%	25.7%
Always adequate connection speed		29.6%	42.0%
Wireless availability		32.1%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	87.2%	78.7%
	Provide services for job seekers	67.9%	62.2%
	Provide computer & Internet skills training	42.3%	37.6%
	Provide education resources & databases for adult/CE students	26.9%	46.9%
	Provide education resources & databases for students in higher ed	20.8%	38.2%
Internet services available	*Licensed databases*	98.8%	87.7%
	Homework resources	92.6%	83.4%
	Digital/virtual reference	74.4%	62.5%
	e-books	57.3%	51.8%
	Audio content	81.7%	71.2%
Library offers IT training for patrons		64.6%	73.4%
Library staff helps patrons understand and use e-government services, as needed		59.8%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

NEW JERSEY

New Jersey has 306 public library systems with 453 physical library locations and 14 bookmobiles to serve more than 8.3 million residents. New Jersey's public libraries are primarily organized as municipal government libraries (76.1 percent). The rest are organized as county libraries (4.6 percent), as association libraries within a municipality (17 percent) and as multi-jurisdictional libraries (2 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**NEW JERSEY**	**U.S.**
Total operating expenditures per capita*		$46.17	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		61.5%	72.5%
Average number of computers		12.4	12.0
Always sufficient computers available		28.5%	17.3%
Factors limiting library adding computers	*Space*	77.2%	77.7%
	Cost	53.4%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	13.6%	25.0%
	1.5 Mbps	46.5%	38.9%
	More than 1.5 Mbps	16.4%	25.7%
Always adequate connection speed		46.2%	42.0%
Wireless availability		83.5%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	81.4%	78.7%
	Provide services for job seekers	64.5%	62.2%
	Provide computer & Internet skills training	38.1%	37.6%
	Provide education resources & databases for adult/CE students	36.9%	46.9%
	Provide education resources & databases for students in higher ed	37.6%	38.2%
Internet services available	*Licensed databases*	93.9%	87.7%
	Homework resources	89.5%	83.4%
	Digital/virtual reference	75.4%	62.5%
	e-books	42.4%	51.8%
	Audio content	79.6%	71.2%
Library offers IT training for patrons		70.5%	73.4%
Library staff helps patrons understand and use e-government services, as needed		76.1%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

NEW MEXICO

New Mexico has 87 public library systems with 114 physical library locations and three bookmobiles to serve more than 1.4 million residents. New Mexico's public libraries are organized primarily as municipal government libraries (63.2 percent). Another 18.4 percent are organized as Native American Tribal Government libraries or in school districts.*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**NEW MEXICO**	**U.S.**
Total operating expenditures per capita*		$25.69	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		62.1%	72.5%
Average number of computers		11.0	12.0
Always sufficient computers available		21.7%	17.3%
Factors limiting library adding computers	*Space*	85.2%	77.7%
	Cost	60.9%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	39.6%	25.0%
	1.5 Mbps	35.8%	38.9%
	More than 1.5 Mbps	17.0%	25.7%
Always adequate connection speed		47.8%	42.0%
Wireless availability		68.1%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	62.1%	78.7%
	Provide services for job seekers	50.9%	62.2%
	Provide computer & Internet skills training	37.4%	37.6%
	Provide education resources & databases for adult/CE students	53.4%	46.9%
	Provide education resources & databases for students in higher ed	45.2%	38.2%
Internet services available	*Licensed databases*	77.4%	87.7%
	Homework resources	77.4%	83.4%
	Digital/virtual reference	58.6%	62.5%
	e-books	27.8%	51.8%
	Audio content	75.7%	71.2%
Library offers IT training for patrons		81.9%	73.4%
Library staff helps patrons understand and use e-government services, as needed		80.0%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

NEW YORK

New York has 754 public library systems with 1,068 physical library locations and eight bookmobiles to serve more than 18.9 million residents. New York's public libraries are predominantly (92.2 percent) single library outlets (a one-building library) that are organized primarily as non-profit associations (47.7 percent), municipal government libraries (26.8 percent), and as library districts (24.1 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**NEW YORK**	**U.S.**
Total operating expenditures per capita*		$50.47	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		77.8%	72.5%
Average number of computers		10.2	12.0
Always sufficient computers available		11.4%	17.3%
Factors limiting library adding computers	*Space*	76.4%	77.7%
	Cost	84.6%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	22.1%	25.0%
	1.5 Mbps	39.9%	38.9%
	More than 1.5 Mbps	28.1%	25.7%
Always adequate connection speed		40.1%	42.0%
Wireless availability		75.2%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	81.4%	78.7%
	Provide services for job seekers	53.1%	62.2%
	Provide computer & Internet skills training	46.8%	37.6%
	Provide education resources & databases for adult/CE students	56.7%	46.9%
	Provide education resources & databases for students in higher ed	45.0%	38.2%
Internet services available	*Licensed databases*	92.5%	87.7%
	Homework resources	87.0%	83.4%
	Digital/virtual reference	68.5%	62.5%
	e-books	54.3%	51.8%
	Audio content	83.3%	71.2%
Library offers IT training for patrons		83.5%	73.4%
Library staff helps patrons understand and use e-government services, as needed		80.4%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

NORTH CAROLINA

North Carolina has 75 public library systems with 383 physical library locations and 40 bookmobiles to serve more than 8.5 million residents. North Carolina's public libraries are organized primarily as county (53.3 percent) libraries. Another 20 percent are organized as multi-jurisdictional libraries, and 16 percent are organized as municipal or city/county government libraries.*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**N.C.**	**U.S.**
Total operating expenditures per capita*		$19.29	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		71.3%	72.5%
Average number of computers		12.5	12.0
Always sufficient computers available		16.8%	17.3%
Factors limiting library adding computers	*Space*	85.8%	77.7%
	Cost	64.5%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	41.4%	25.0%
	1.5 Mbps	22.7%	38.9%
	More than 1.5 Mbps	22.2%	25.7%
Always adequate connection speed		45.4%	42.0%
Wireless availability		41.2%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	71.0%	78.7%
	Provide services for job seekers	71.0%	62.2%
	Provide computer & Internet skills training	30.1%	37.6%
	Provide education resources & databases for adult/CE students	51.7%	46.9%
	Provide education resources & databases for students in higher ed	36.9%	38.2%
Internet services available	*Licensed databases*	95.2%	87.7%
	Homework resources	75.3%	83.4%
	Digital/virtual reference	54.1%	62.5%
	e-books	90.6%	51.8%
	Audio content	88.1%	71.2%
Library offers IT training for patrons		66.4%	73.4%
Library staff helps patrons understand and use e-government services, as needed		61.6%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

OHIO

Ohio has 251 public library systems with 718 physical library locations and 70 bookmobiles to serve more than 11.4 million residents. Ohio's public libraries are organized primarily by school district (60.2 percent) and county (22.7 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**OHIO**	**U.S.**
Total operating expenditures per capita*		$55.39	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		79.2%	72.5%
Average number of computers		13.4	12.0
Always sufficient computers available		8.4%	17.3%
Factors limiting library adding computers	*Space*	86.7%	77.7%
	Cost	53.3%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	4.6%	25.0%
	1.5 Mbps	64.8%	38.9%
	More than 1.5 Mbps	26.3%	25.7%
Always adequate connection speed		42.2%	42.0%
Wireless availability		73.9%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	95.8%	78.7%
	Provide services for job seekers	67.3%	62.2%
	Provide computer & Internet skills training	36.8%	37.6%
	Provide education resources & databases for adult/CE students	36.3%	46.9%
	Provide education resources & databases for students in higher ed	39.7%	38.2%
Internet services available	*Licensed databases*	98.1%	87.7%
	Homework resources	92.2%	83.4%
	Digital/virtual reference	87.0%	62.5%
	e-books	70.5%	51.8%
	Audio content	83.9%	71.2%
Library offers IT training for patrons		78.8%	73.4%
Library staff helps patrons understand and use e-government services, as needed		81.1%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

OKLAHOMA

Oklahoma has 113 public library systems with 204 physical library locations and four bookmobiles to serve more than 2.9 million residents. Oklahoma's public libraries are primarily organized as municipal government libraries (87.6 percent). Most of the rest are organized as multi-jurisdictional libraries (6.3 percent) and as county libraries (4.5 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**OKLAHOMA**	**U.S.**
Total operating expenditures per capita*		$24.62	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		82.3%	72.5%
Average number of computers		8.0	12.0
Always sufficient computers available		32.4%	17.3%
Factors limiting library adding computers	*Space*	78.5%	77.7%
	Cost	75.6%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	10.3%	25.0%
	1.5 Mbps	42.9%	38.9%
	More than 1.5 Mbps	43.1%	25.7%
Always adequate connection speed		52.6%	42.0%
Wireless availability		72.7%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	82.8%	78.7%
	Provide services for job seekers	42.4%	62.2%
	Provide computer & Internet skills training	25.1%	37.6%
	Provide education resources & databases for adult/CE students	42.9%	46.9%
	Provide education resources & databases for students in higher ed	43.8%	38.2%
Internet services available	*Licensed databases*	87.1%	87.7%
	Homework resources	78.5%	83.4%
	Digital/virtual reference	42.1%	62.5%
	e-books	46.9%	51.8%
	Audio content	78.5%	71.2%
Library offers IT training for patrons		85.0%	73.4%
Library staff helps patrons understand and use e-government services, as needed		79.7%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

OREGON

Oregon has 125 public library systems with 212 physical library locations and 11 bookmobiles to serve more than 3.2 million residents. Oregon's public libraries are organized primarily by municipal government (68.8 percent). Another 13.6 percent are organized as library districts, 12 percent as county libraries, 3.2 percent as association libraries, and the remaining 2.4 percent by school district.*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**OREGON**	**U.S.**
Total operating expenditures per capita*		$41.47	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		82.4%	72.5%
Average number of computers		12.5	12.0
Always sufficient computers available		10.7%	17.3%
Factors limiting library adding computers	*Space*	72.5%	77.7%
	Cost	65.9%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	16.4%	25.0%
	1.5 Mbps	40.2%	38.9%
	More than 1.5 Mbps	34.6%	25.7%
Always adequate connection speed		55.4%	42.0%
Wireless availability		51.6%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	71.2%	78.7%
	Provide services for job seekers	67.0%	62.2%
	Provide computer & Internet skills training	40.3%	37.6%
	Provide education resources & databases for adult/CE students	35.2%	46.9%
	Provide education resources & databases for students in higher ed	13.9%	38.2%
Internet services available	*Licensed databases*	89.2%	87.7%
	Homework resources	79.7%	83.4%
	Digital/virtual reference	71.7%	62.5%
	e-books	50.5%	51.8%
	Audio content	72.6%	71.2%
Library offers IT training for patrons		70.0%	73.4%
Library staff helps patrons understand and use e-government services, as needed		80.6%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

PENNSYLVANIA

Pennsylvania has 458 public library systems with 635 physical library locations and 35 bookmobiles to serve more than 11.9 million residents. Pennsylvania's public libraries are organized primarily as association libraries (85.2 percent). The rest (14.8 percent) are organized in other ways, including combined public/school libraries.*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**PENNSYLVANIA**	**U.S.**
Total operating expenditures per capita*		$24.63	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		73.4%	72.5%
Average number of computers		9.9	12.0
Always sufficient computers available		14.7%	17.3%
Factors limiting library adding computers	*Space*	73.5%	77.7%
	Cost	89.9%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	33.3%	25.0%
	1.5 Mbps	16.7%	38.9%
	More than 1.5 Mbps	40.7%	25.7%
Always adequate connection speed		47.7%	42.0%
Wireless availability		57.4%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	81.9%	78.7%
	Provide services for job seekers	69.4%	62.2%
	Provide computer & Internet skills training	35.5%	37.6%
	Provide education resources & databases for adult/CE students	46.5%	46.9%
	Provide education resources & databases for students in higher ed	29.3%	38.2%
Internet services available	*Licensed databases*	95.0%	87.7%
	Homework resources	85.8%	83.4%
	Digital/virtual reference	79.8%	62.5%
	e-books	58.2%	51.8%
	Audio content	73.0%	71.2%
Library offers IT training for patrons		67.3%	73.4%
Library staff helps patrons understand and use e-government services, as needed		80.0%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

RHODE ISLAND

Rhode Island has 49 public library systems with 73 physical library locations and two bookmobiles to serve more than 1.08 million residents. Rhode Island's public libraries are organized in as either municipal government libraries (46.9 percent) or as nonprofit associations (53.1 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**R.I.**	**U.S.**
Total operating expenditures per capita*		$39.99	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		76.4%	72.5%
Average number of computers		13.7	12.0
Always sufficient computers available		33.8%	17.3%
Factors limiting library adding computers	*Space*	91.7%	77.7%
	Cost	70.8%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	27.8%	25.0%
	1.5 Mbps	45.8%	38.9%
	More than 1.5 Mbps	19.4%	25.7%
Always adequate connection speed		77.8%	42.0%
Wireless availability		93.1%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	86.1%	78.7%
	Provide services for job seekers	45.8%	62.2%
	Provide computer & Internet skills training	48.6%	37.6%
	Provide education resources & databases for adult/CE students	36.1%	46.9%
	Provide education resources & databases for students in higher ed	45.8%	38.2%
Internet services available	*Licensed databases*	100%	87.7%
	Homework resources	87.5%	83.4%
	Digital/virtual reference	88.9%	62.5%
	e-books	100%	51.8%
	Audio content	93.1%	71.2%
Library offers IT training for patrons		95.8%	73.4%
Library staff helps patrons understand and use e-government services, as needed		61.1%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

SOUTH CAROLINA

South Carolina has 42 public library systems with 185 physical library locations and 35 bookmobiles to serve more than 4.2 million residents. South Carolina's public libraries are predominantly library systems with central and branch libraries, and are organized primarily as county libraries (92.9 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**S.C.**	**U.S.**
Total operating expenditures per capita*		$22.46	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		84.0%	72.5%
Average number of computers		15.4	12.0
Always sufficient computers available		4.5%	17.3%
Factors limiting library adding computers	*Space*	81.9%	77.7%
	Cost	66.1%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	8.5%	25.0%
	1.5 Mbps	41.5%	38.9%
	More than 1.5 Mbps	29.1%	25.7%
Always adequate connection speed		54.2%	42.0%
Wireless availability		52.0%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	71.7%	78.7%
	Provide services for job seekers	71.7%	62.2%
	Provide computer & Internet skills training	21.7%	37.6%
	Provide education resources & databases for adult/CE students	68.7%	46.9%
	Provide education resources & databases for students in higher ed	34.9%	38.2%
Internet services available	*Licensed databases*	95.1%	87.7%
	Homework resources	89.6%	83.4%
	Digital/virtual reference	47.2%	62.5%
	e-books	42.6%	51.8%
	Audio content	59.5%	71.2%
Library offers IT training for patrons		72.3%	73.4%
Library staff helps patrons understand and use e-government services, as needed		72.4%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

SOUTH DAKOTA

South Dakota has 124 public library systems with 144 physical library locations and eight bookmobiles to serve 600,000 residents. South Dakota's public libraries are organized primarily as municipal government libraries (63.7 percent). Most of the rest are organized as multi-jurisdictional libraries (15.3 percent), as county libraries (8.9 percent), and as city/county libraries (6.5 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**S.D.**	**U.S.**
Total operating expenditures per capita*		$29.66	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		77.9%	72.5%
Average number of computers		7.1	12.0
Always sufficient computers available		40.3%	17.3%
Factors limiting library adding computers	*Space*	76.6%	77.7%
	Cost	80.6%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	53.3%	25.0%
	1.5 Mbps	10.7%	38.9%
	More than 1.5 Mbps	26.2%	25.7%
Always adequate connection speed		47.2%	42.0%
Wireless availability		43.7%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	70.7%	78.7%
	Provide services for job seekers	42.1%	62.2%
	Provide computer & Internet skills training	25.7%	37.6%
	Provide education resources & databases for adult/CE students	55.0%	46.9%
	Provide education resources & databases for students in higher ed	30.0%	38.2%
Internet services available	*Licensed databases*	85.0%	87.7%
	Homework resources	80.0%	83.4%
	Digital/virtual reference	60.0%	62.5%
	e-books	48.6%	51.8%
	Audio content	57.1%	71.2%
Library offers IT training for patrons		62.9%	73.4%
Library staff helps patrons understand and use e-government services, as needed		62.1%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

TENNESSEE

Tennessee has 186 public library systems with 289 physical library locations and five bookmobiles to serve more than 5.8 million residents. Tennessee's public libraries are organized primarily as municipal government libraries (55.9 percent) and as county libraries (40.3 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**TENNESSEE**	**U.S.**
Total operating expenditures per capita*		$16.32	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		56.0%	72.5%
Average number of computers		14.1	12.0
Always sufficient computers available		24.3%	17.3%
Factors limiting library adding computers	*Space*	84.0%	77.7%
	Cost	90.0%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	27.0%	25.0%
	1.5 Mbps	32.9%	38.9%
	More than 1.5 Mbps	26.6%	25.7%
Always adequate connection speed		38.8%	42.0%
Wireless availability		69.5%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	84.8%	78.7%
	Provide services for job seekers	65.4%	62.2%
	Provide computer & Internet skills training	27.2%	37.6%
	Provide education resources & databases for adult/CE students	41.0%	46.9%
	Provide education resources & databases for students in higher ed	56.0%	38.2%
Internet services available	*Licensed databases*	88.3%	87.7%
	Homework resources	76.7%	83.4%
	Digital/virtual reference	57.2%	62.5%
	e-books	86.3%	51.8%
	Audio content	66.0%	71.2%
Library offers IT training for patrons		60.0%	73.4%
Library staff helps patrons understand and use e-government services, as needed		82.1%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

TEXAS

Texas has 553 public library systems with 851 physical library locations and 12 bookmobiles to serve more than 20.9 million residents. Texas' public libraries are organized primarily by municipal government libraries (55.9 percent), as county libraries (21 percent), and as association libraries (16.6 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**TEXAS**	**U.S.**
Total operating expenditures per capita*		$17.25	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		74.0%	72.5%
Average number of computers		16.6	12.0
Always sufficient computers available		19.8%	17.3%
Factors limiting library adding computers	*Space*	75.5%	77.7%
	Cost	76.7%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	28.7%	25.0%
	1.5 Mbps	33.9%	38.9%
	More than 1.5 Mbps	27.2%	25.7%
Always adequate connection speed		42.2%	42.0%
Wireless availability		62.3%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	73.6%	78.7%
	Provide services for job seekers	65.2%	62.2%
	Provide computer & Internet skills training	39.0%	37.6%
	Provide education resources & databases for adult/CE students	43.1%	46.9%
	Provide education resources & databases for students in higher ed	44.4%	38.2%
Internet services available	*Licensed databases*	88.9%	87.7%
	Homework resources	79.1%	83.4%
	Digital/virtual reference	39.8%	62.5%
	e-books	54.9%	51.8%
	Audio content	60.7%	71.2%
Library offers IT training for patrons		74.4%	73.4%
Library staff helps patrons understand and use e-government services, as needed		76.6%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

UTAH

Utah has 71 public library systems with 114 physical library locations and 21 bookmobiles to serve about 2.4 million residents. Utah's public libraries are organized primarily as municipal government libraries (60.6 percent) and as county library systems (38 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**UTAH**	**U.S.**
Total operating expenditures per capita*		$30.04	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		79.8%	72.5%
Average number of computers		13.1	12.0
Always sufficient computers available		17.1%	17.3%
Factors limiting library adding computers	*Space*	74.3%	77.7%
	Cost	67.0%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	14.1%	25.0%
	1.5 Mbps	64.6%	38.9%
	More than 1.5 Mbps	11.1%	25.7%
Always adequate connection speed		55.1%	42.0%
Wireless availability		70.9%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	92.7%	78.7%
	Provide services for job seekers	57.8%	62.2%
	Provide computer & Internet skills training	19.3%	37.6%
	Provide education resources & databases for adult/CE students	45.0%	46.9%
	Provide education resources & databases for students in higher ed	39.4%	38.2%
Internet services available	*Licensed databases*	92.7%	87.7%
	Homework resources	100%	83.4%
	Digital/virtual reference	42.7%	62.5%
	e-books	86.2%	51.8%
	Audio content	92.7%	71.2%
Library offers IT training for patrons		73.4%	73.4%
Library staff helps patrons understand and use e-government services, as needed		85.5%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

WASHINGTON

Washington has 65 public library systems with 329 physical library locations and 25 bookmobiles to serve more than 6.1 million residents. Washington's public libraries are organized as municipal government libraries (64.6 percent) and as library districts (35.4 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**WASHINGTON**	**U.S.**
Total operating expenditures per capita*		$44.17	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		53.4%	72.5%
Average number of computers		9.6	12.0
Always sufficient computers available		15.2%	17.3%
Factors limiting library adding computers	*Space*	84.2%	77.7%
	Cost	65.3%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	18.2%	25.0%
	1.5 Mbps	28.7%	38.9%
	More than 1.5 Mbps	39.3%	25.7%
Always adequate connection speed		39.7%	42.0%
Wireless availability		78.4%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	81.9%	78.7%
	Provide services for job seekers	71.8%	62.2%
	Provide computer & Internet skills training	42.5%	37.6%
	Provide education resources & databases for adult/CE students	53.9%	46.9%
	Provide education resources & databases for students in higher ed	23.6%	38.2%
Internet services available	*Licensed databases*	95.7%	87.7%
	Homework resources	87.6%	83.4%
	Digital/virtual reference	75.1%	62.5%
	e-books	37.4%	51.8%
	Audio content	61.6%	71.2%
Library offers IT training for patrons		72.6%	73.4%
Library staff helps patrons understand and use e-government services, as needed		55.0%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

WEST VIRGINIA

West Virginia has 97 public library systems with 173 physical library locations and seven bookmobiles to serve just over 1.8 million residents. West Virginia's public libraries are primarily organized as municipal government libraries (49.5 percent) and as county libraries (33 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**W.V.**	**U.S.**
Total operating expenditures per capita*		$14.57	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		73.9%	72.5%
Average number of computers		6.6	12.0
Always sufficient computers available		42.0%	17.3%
Factors limiting library adding computers	*Space*	74.0%	77.7%
	Cost	78.7%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	13.3%	25.0%
	1.5 Mbps	86.7%	38.9%
	More than 1.5 Mbps	0%	25.7%
Always adequate connection speed		36.7%	42.0%
Wireless availability		58.9%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	83.4%	78.7%
	Provide services for job seekers	55.0%	62.2%
	Provide computer & Internet skills training	25.4%	37.6%
	Provide education resources & databases for adult/CE students	30.4%	46.9%
	Provide education resources & databases for students in higher ed	68.0%	38.2%
Internet services available	*Licensed databases*	90.3%	87.7%
	Homework resources	77.6%	83.4%
	Digital/virtual reference	56.4%	62.5%
	e-books	14.5%	51.8%
	Audio content	60.6%	71.2%
Library offers IT training for patrons		58.9%	73.4%
Library staff helps patrons understand and use e-government services, as needed		64.2%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

WISCONSIN

Wisconsin has 381 public library systems with 457 physical library locations and nine bookmobiles to serve more than 5.5 million residents. Wisconsin's public libraries are primarily organized as municipal government libraries (89 percent).*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**WISCONSIN**	**U.S.**
Total operating expenditures per capita*		$34.07	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		74.3%	72.5%
Average number of computers		8.6	12.0
Always sufficient computers available		12.8%	17.3%
Factors limiting library adding computers	*Space*	79.1%	77.7%
	Cost	81.5%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	14.0%	25.0%
	1.5 Mbps	58.4%	38.9%
	More than 1.5 Mbps	13.7%	25.7%
Always adequate connection speed		26.0%	42.0%
Wireless availability		66.1%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	70.3%	78.7%
	Provide services for job seekers	74.7%	62.2%
	Provide computer & Internet skills training	33.9%	37.6%
	Provide education resources & databases for adult/CE students	50.7%	46.9%
	Provide education resources & databases for students in higher ed	19.9%	38.2%
Internet services available	*Licensed databases*	85.0%	87.7%
	Homework resources	81.6%	83.4%
	Digital/virtual reference	78.2%	62.5%
	e-books	84.6%	51.8%
	Audio content	83.4%	71.2%
Library offers IT training for patrons		70.8%	73.4%
Library staff helps patrons understand and use e-government services, as needed		78.4%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

WYOMING

Wyoming has 23 public library systems with 74 physical library locations and two bookmobiles to serve just over 500,000 residents. All of Wyoming's public libraries are organized as county libraries.*

More state tables are available online at www.ala.org/plinternetfunding.

EXPENDITURES (library system data)		**WYOMING**	**U.S.**
Total operating expenditures per capita*		$40.05	$31.65
CONNECTIVITY (library outlet/branch data)			
Libraries offer *only* free access to computers and the Internet in their communities		90.1%	72.5%
Average number of computers		5.9	12.0
Always sufficient computers available		21.9%	17.3%
Factors limiting library adding computers	*Space*	78.1%	77.7%
	Cost	67.1%	75.9%
Maximum Internet connection speed	*Less than 1.5 Mbps*	52.1%	25.0%
	1.5 Mbps	15.5%	38.9%
	More than 1.5 Mbps	23.9%	25.7%
Always adequate connection speed		46.5%	42.0%
Wireless availability		74.0%	65.9%
INTERNET SERVICES (library outlet/branch data)			
Internet services critical to role of library			
	Provide education resources & database for K-12 students	77.5%	78.7%
	Provide services for job seekers	53.5%	62.2%
	Provide computer & Internet skills training	33.3%	37.6%
	Provide education resources & databases for adult/CE students	26.8%	46.9%
	Provide education resources & databases for students in higher ed	25.4%	38.2%
Internet services available	*Licensed databases*	100%	87.7%
	Homework resources	77.5%	83.4%
	Digital/virtual reference	35.2%	62.5%
	e-books	65.3%	51.8%
	Audio content	81.7%	71.2%
Library offers IT training for patrons		67.1%	73.4%
Library staff helps patrons understand and use e-government services, as needed		65.3%	74.0%

* National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2008. http://nces.ed.gov/pubs2008/2008301.pdf.

SECTION II

Findings from the State Library Agency Chief Officers' Qualitative Questionnaire

Many factors contribute to successful deployment of technology in public libraries—most notably, adequate funding, trained staff and adequate bandwidth. Exploring these and other topics, which range far beyond hardware and software, has been a core concern of this study. The 2007–2008 questionnaire to the Chief Officers of State Library Agencies (COSLA) expands on the questions asked in 2006–2007 related to bandwidth[1] and builds on funding questions asked in the online survey and site visit portions of the study. The questionnaire also sought new information about the availability of training to public library staff that would better enable them to implement, improve and expand technology access at the local level.

Many of the questions were open-ended (What goals does the State Library have for high-speed and broadband deployment for public libraries in your state?), and terms were open-ended (technology evaluation training) to allow for a wide range of responses. The feedback, not surprisingly, was often as varied as the 46 states responding. Anyone familiar with libraries knows that even single-outlet small libraries are quite different from each other—not to mention the differences between an urban California library and a rural Pennsylvania library. The same holds true for the services and resources available in the various state libraries. All responses are aggregated and the commentary synthesized, but state-to-state variation and local situational context are important factors to keep in mind when reviewing the results.

◗ *A majority of state libraries (64.4 percent) reported level or modest increases in state support for public libraries in fiscal year 2007.*

Overall, the findings show that the vast majority of state library agencies play a significant and important role in providing direct and indirect support to libraries for improved access to and use of a range of technology-based resources and services. While the nature and type of support vary considerably from state to state, this support includes funding, direction, advocacy, and visibility that promotes the success with which libraries engage in the networked environment and help their residents have better access to and use of public access computing and services.

Key findings from the questionnaire include:

- A majority of state libraries (64.4 percent) reported level or modest increases in state support for public libraries in fiscal year 2007.
- Advocacy was the most important factor affecting states that had increased financial support in FY2007.
- Licensed resources were the most common technology-related expenditure that state libraries funded directly on behalf of public libraries in FY2007.
- During the past year, advocacy/marketing and technology planning were the types of training that state libraries most frequently offered public librarians.
- Almost half (48 percent) of the chief officers reported that their state library requires public libraries to have a technology plan. Another 30 percent reported that a majority of public libraries in their state have a plan, even though it's not required at the state level.
- When asked about the state library's role in supporting high-speed Internet access, almost 60 percent responded that their role was one of advocacy and increasing awareness through the legislative process.

These and other findings are described in greater detail in the remainder of this section.

1. *Libraries Connect Communities: Public Library Funding & Technology Access Study 2006–2007*. Chicago: American Library Association, 2007. http://www.ala.org/ala/ors/plftas/0607report.cfm. Section 2.

METHODOLOGY

The COSLA questionnaire (appendix B) intended to elucidate and elaborate on other findings from the 2006–2007 *Public Library Funding and Technology Access Study (PLFTAS)*.[2] Specific areas queried about in 2007–08 were:

- **Budget and funding**: State libraries were asked whether state and overall funding for public libraries had increased, decreased or stayed the same. They were asked about the percentage of increases and decreases and what the most important factor was affecting state financial support. States were asked what technology expenditures they funded on behalf of their public libraries and whether they have changed the way they use federal and state funds to support technology in public libraries.
- **Staff training and planning**: State libraries were asked what training is offered to public library staff in several areas related to funding and technology access; what barriers might exist to formal training; and what training topics would be considered the most beneficial to library staff. States were asked if the state libraries required technology plans and/or technology replacement plans of their public libraries, and, if so, how often these plans are updated.
- **Bandwidth**: State libraries were asked about their roles in supporting high-speed Internet access and goals for minimum connectivity in their states.

The questionnaire was made available via a Web survey form hosted by Survey Monkey. COSLA members were emailed November 8 and asked to log in to the online form to complete the questionnaire. Ninety percent of states (46 of 50) responded. Duplicate responses were removed, and only those answers attributed to each state's chief officer were used for the results.

The research team thanks all of the chief officers who responded to this questionnaire—sharing their data, experiences and vision—and who, with their state data coordinators and other staff members, have supported this study over the years.

FINDINGS

Budget and funding

One of the most difficult areas in which to gain current and detailed information about libraries is in the area of funding—overall and specifically targeted to technology. The questions related to budget and funding complement the information provided by public libraries in the national survey that also is part of PLFTAS and provide state-level data regarding funding for public libraries.

The majority of state libraries (64.4 percent) reported level or modest (1–2 percent) increases in state funding for public libraries in FY2007. More than 37 percent reported no change in funding, and 8.7 percent reported a decrease in state funding. Of course, when inflation and rising costs are factored in, flat funding equates to an actual loss in buying power for the 37.7 percent that reported "no change."

Of state libraries that saw an increase, the increase clustered in the 1–4 percent range (50 percent) and over 11 percent (38 percent). The distribution was similar for those that reported a decrease: 50 percent were in the 1–4 percent range, and 50 percent in the 11 percent or greater range.

2. Ibid.

Figure D1. Change in State Funding

	Decrease = 4				No Change = 17	Increase = 24				
	1–2%	3–4%	5–10%	11%+		1–2%	3–4%	5–10%	11%+	Totals
Midwest	0	0	0	1	3	3	1	1	3	12
Northeast	0	0	0	0	3	0	2	0	0	5
South	1	1	0	0	5	2	0	2	4	15
West	0	0	0	1	6	2	2	0	2	13
Totals	1	1	0	2	17	7	5	3	9	45

Note: One respondent indicated an increase in funding but did not answer the question regarding the magnitude of the increase.

When asked about ***overall*** public funding (all sources of tax revenue) for public libraries, 45.7 percent of state libraries reported an increase, 39 percent no change, 8.7 percent a decrease and 6.5 percent "other."

Figure D2. Change In Overall Funding

	Decrease = 4				No Change = 18	Increase = 21				
	1–2%	3–4%	5–10%	11%+		1–2%	3–4%	5–10%	11%+	Totals
Midwest	0	0	0	1	6	2	1	1	1	12
Northeast	0	0	0	0	3	0	0	1	0	4
South	0	1	0	0	6	1	1	3	1	13
West	0	0	1		3	0	2	7	0	13
Totals	0	1	1	1	18	3	4	12	2	42

Note: Three respondents answered "other."

Advocacy Makes the Difference

In an open-ended question, state libraries commented that the most important factor affecting state financial support in fiscal year 2007 for those reporting an increase was advocacy. One state library reported: *"Advocacy efforts by libraries led to a restoration of $1 million in state aid and an increase in a special collections appropriation of $750,000."* Other state libraries reported that connecting public libraries to student educational success, and the public's positive impressions of public libraries' collections and services made the difference. *"Statewide advocacy efforts by libraries have convinced the Legislature that these services are important and cost-effective."*

◗ *"Advocacy efforts by libraries led to a restoration of $1 million in state aid and an increase in a special collections appropriation of $750,000."*

Leadership in state government or the state library was the second most important factor reported. *"New Governor promised in his campaign that he would restore 'state aid to public libraries' to an appropriate level. Education was his main focus, and he knows libraries are a part of the education process,"* wrote one chief officer.

A budget surplus or the end of several years of budget deficits at the state level also was cited. *"In the past years, our state has suffered deficits but in the immediate past year, this has leveled off. This is not a dramatic recovery but certainly is more positive than*

previous years."

Budget constraints and deficits were the leading factors cited by state libraries that saw no change or decreases in funding: *"Tax limitation legislation (6 percent cap on state budget growth) coupled with additional laws that define how surplus revenues must be used. The money exists, but legally can't go into library programs in amounts to make a difference."*

Several states responded that there is no history of state aid in their states. In fact, in the most recent State Library Agencies report, Montana lists zero under "assistance to individual public libraries," and Colorado, Idaho, Maine, New Hampshire, South Dakota, Vermont, Washington and Wyoming listed amounts under $100. Seven other states list amounts under $1,000.[3]

Figure D3. State-Funded Technology Expenditures

Answer Options	
Staff-only hardware	6.82%
Staff-only software	9.09%
Public computing hardware	9.09%
Public computing software	9.09%
Telecommunications services (including Internet connectivity)	29.55%
Wireless access (hardware, software)	11.36%
Instructional technology (video conferences hardware and software, projection equipment)	18.18%
Licensed resources (databases, e-books, audiobooks)	77.27%
Other (please specify)	38.64%

Note: 44 respondents answered.

Licensed Resources is Top Technology Expenditure

State libraries reported that the five most common technology-related expenditures the state library funded directly on behalf of public libraries in FY2007 were: Licensed resources (77 percent), "other" (39 percent, including interlibrary loan, continuing education, all of the above and none of the above) telecommunications services (30 percent), instructional technology (18 percent) and wireless access (11 percent). This contrasts with the 2006–2007 *Public Library Funding and Technology Access Study*,[4] in which public libraries reported FY2006 state funding for: licensed resources (58 percent), telecommunications services (19 percent), instructional technology (3 percent) and wireless access (5 percent).

Staff Training and Planning

The *Public Library Funding and Technology Access Study* has strongly identified the importance of training public library staff in areas that relate to implementing technology access and advocating for library funding. Chief officers forcefully agree with this finding. For instance, 37 percent of state libraries reported last year that a lack of local library staff expertise was a major barrier to implementing or sustaining broadband connectivity.[5] This year's questionnaire to state libraries asked for information related to formal training—which could be offered face-to-face or online—within six categories:

- Budget planning and development
- General accounting practices
- Fundraising
- Advocacy/marketing
- Technology planning
- Technology evaluation

State libraries also provided the frequency with which the training was offered: every few years, once a year or more than once a year.

3. Institute of Museum and Library Services. *State Library Agencies*: *Fiscal Year 2006*. November 2007. http://harvester.census.gov/imls/pubs/stla/pub_detail.asp?id=114
4. *Libraries Connect Communities: Public Library Funding & Technology Access Study 2006–2007*. Chicago: American Library Association, 2007, 59. http://www.ala.org/ala/ors/plftas/0607report.cfm.
5. Ibid., 124, 129–130.

About 11 percent of respondents offer no formal training to public library staff in these categories.

Of the state libraries that offer formal training, advocacy/marketing (37 states) and technology planning (35 states) were the most frequently provided. Much of the technology planning and evaluation training offered is tied to requirements for E-rate discounts or Library Services and Technology Act (LSTA) grants, or stem from participation in a grants program from the Bill and Melinda Gates Foundation. Other examples offered in follow-up calls and emails included technology planning related to automated networks, wireless implementation, and network security.

For states that offer formal training, technology planning (34 percent) was the most likely to be offered at least once a year, followed by advocacy/marketing (22 percent) and technology evaluation (19 percent).

Other training commonly provided or supported by state libraries included:

- Online resources (including use of licensed databases)
- Web 2.0 (including wikis and blogs)
- WebJunction online courses[6]
- Web site development
- Grantmaking (including LSTA grants)
- E-rate application process
- Software applications

When asked why the state library does not offer formal training in the six specific categories, 15 of 20 libraries reported that it is provided as part of general consulting activities offered by state library development staff; seven reported that state library associations provide these services; and nine reported that other agencies—including public library systems, regional systems and multitype cooperatives[7]—provided these services.

In its study *Library Networks, Cooperatives and Consortia (LNCC): A National Survey*, ALA found that a majority of these organizations provide automation, networking or other technology services to member libraries (159 of 243 respondents, 65.4 percent). And, on a scale of 1–5 (1 being the highest), these technology services were highly ranked as a priority now (ranked 2.3) and would be more important in the next two to three years (ranked 2.1).[8] Two-thirds of all LNCCs (165 of 243 respondents) reported providing general consulting and technical assistance to member libraries. More than four out of five LNCCs serve public libraries. The states with the most LNCCs and the most LNCC members are California, Illinois, Massachusetts, Michigan, New York, Pennsylvania, Texas and Wisconsin.

Limited funding and low demand also were mentioned by state library officers as reasons for limited offerings of formal training in technology support, planning and evaluation.

Additional Training Needed

Chief officers named additional training topics that they believe would be beneficial to the public library staff in their states, including:

- Library management and leadership
- Library and technology trends
- Human resources
- Cost-benefit and return-on-investment analysis
- Repairing and troubleshooting computers
- Customer service

6. WebJunction is an online community for library staff. Webjunction.org
7. For more information on services offered by these organizations, please see *Library Networks, Cooperatives and Consortia: A National Survey,* a report by Denise M. Davis, director, ALA Office for Research & Statistics. Published December 3, 2007. http://www.ala.org/ala/ors/lncc/LNCC_Final_report.doc.
8. Ibid. See figures 13 and 14. http://www.ala.org/ala/ors/lncc/LNCC_Final_report.doc.

- Network security

Most Libraries Have Technology Plans in Place

Almost half (48 percent) of the chief officers reported their state library requires public libraries to have a technology plan, and 30 percent reported that a majority of public libraries in their state have a plan, even though it's not required at the state level.

Of these states, half are updated every three years, and about 20 percent are updated annually.

Only two states (4 percent) reported that public libraries are required to have a technology replacement plan, and another five (11 percent) reported they are in place but not required.

Figure D4. Formal Training to Public Library Staff in Areas Related to Funding and Technology Access (At Least Once Per Year)

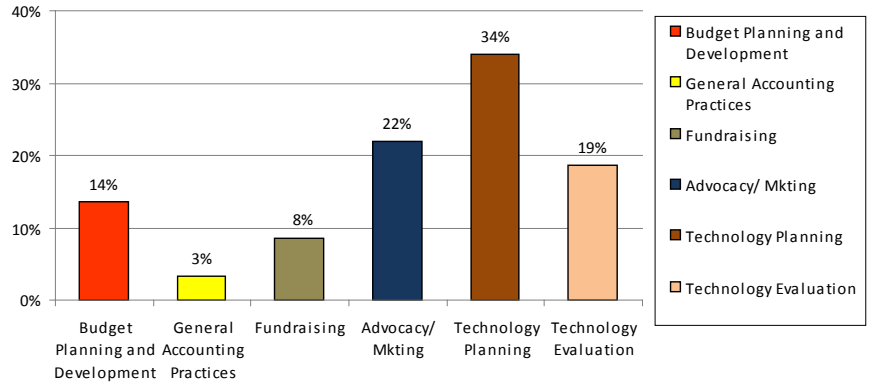
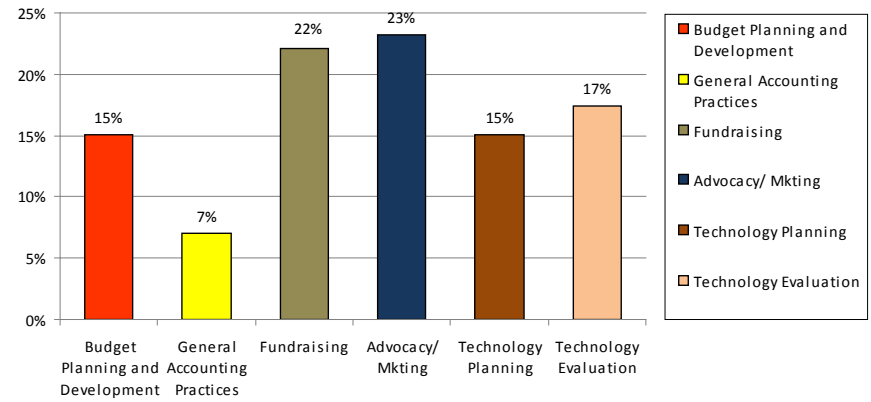


Figure D5. Formal Training to Public Library Staff in Areas Related to Funding and Technology Access (Every Few Years)



Note: 41 respondents answered.

Bandwidth

When asked about the state library's role in supporting high-speed Internet access, almost 60 percent responded that their role was one of advocacy and increasing awareness through the legislative process. About 26 percent of state libraries reported their role was in brokering this access and negotiating telecom costs.

In an open-ended question, most state libraries reported that their goal for high-speed and broadband deployment for public libraries is to achieve a minimum level of connectivity for *all* libraries in the state. While this minimum level varied from T1 to 10 Mbps or was not defined, a few respondents called for bandwidth that would be adequate to immediately access information, rather than waiting for Web pages and applications to open.

Five themes emerged from the goals about how state libraries are working to improve broadband deployment. They are:

- Investing in staff or consultants to explore options and make recommendations for improvements;
- Piloting or facilitating pilot projects (including those funded by LSTA funds);
- Including all public libraries on a statewide network;
- Improving state funding for statewide networks and other broadband options; and

- Identifying or actively working in partnership with other government or non-profit agencies to address broadband issues.

Statewide telecommunications networks referenced by survey respondents include BadgerNet in Wisconsin; the Illinois Century Network; JerseyConnect (launched in New Jersey in 2006); the Kentucky Education Network (KEN); MOREnet in Missouri; the Ohio Public Library Information Network (OPLIN); and the Rhode Island Network for Educational Technology (RINET).[9]

Several state libraries work in collaboration with their state department of education and/or a statewide technology office to develop and implement plans for more robust connectivity and statewide networks.

Figure D6. State Library's Role in Supporting High-Speed Internet Access

Answer Options	
Advocating for and increasing awareness of the need for improved high-speed and broadband access for libraries through the legislative process	58.70%
Advocating for and increasing awareness of the need for improved high-speed and broadband access for libraries through outreach to Internet service providers (ISPs)	23.91%
Training local library staff to broker high-speed and broadband access and negotiate telecom costs	13.04%
Brokering high-speed and broadband access and negotiating telecom costs on behalf of public libraries	26.09%
Building high-speed and broadband networks in collaboration with other public/private agencies	26.09%
Building high-speed and broadband networks independently	10.87%
The state library has no role in this arena	10.87%
Other (please specify)	

Note: 46 respondents answered.

About one-quarter of respondents did not share a goal or reported that this was a local responsibility.

When asked if their state has a target goal for minimum connectivity, 35 percent reported there was no state goal. Of the 16 states that do have a target minimum, the majority (10) reported that this minimum goal is 1.5 Mbps (or T1). Twelve states selected "other," and most reported that this was a "moving target." One state library expressed a common sentiment: *"The goal is to improve the access for all public libraries—for some that is greater than 10 Mbps, for some that is T1 and others it would be 769 kbps."*

Thirty-six state libraries provided a range of responses to an open-ended question about how funders and regional, state and national library organizations can assist them in achieving their broadband goals. The responses clustered around three main roles.

Advocacy and Education

The leading request for outside assistance was focused on advocacy and increased awareness of the importance of providing high-speed Internet access through libraries. Advocacy for increased funding—particularly the E-rate discount[10]—was a major area of need. State libraries requested that other library organizations advocate for the continuation of the E-rate program, for simplification in the E-rate application process and for more flexible use of E-rate funds. *"Where services such as POTS (plain old telephone service) and data circuits are ongoing and unchanged, discounts should not be dependent on filing forms on (an) annual basis with fears raised that funding may be discontinued if they are not completed successfully. Connectivity should be ubiquitous, not based on regularly navigating bureaucracy!"* one respondent wrote.

State libraries sought assistance in keeping libraries at the forefront of conversations about broadband at the state and national levels. Other advocacy needs ranged from *"Help us convince our state leadership that a statewide high-speed network is a critical priority"* to *"raising awareness of the 'last-mile' considerations in rural*

9. For more information on statewide networks and partnerships, please see the American Library Association Office for Information Technology Policy Public Library Connectivity Project: Findings and Recommendations. July 2007. http://www.ala.org/ala/ors/lncc/lncc.cfm.
10. For more information on the E-rate program, please visit the Federal Communications Commission Web page at http://www.fcc.gov/learnnet and the ALA Web page at http://www.ala.org/ala/washoff/woissues/techinttele/erate/erate.cfm.

communities" to *"create a press kit"* to *"promote public library Internet access, its benefits, the outcomes, etc."*

State libraries further identified needs related to training and continuing education around best practices, and the value of broadband and network innovations for library staff and state leaders.

◗ *"Make broadband ubiquitous—not all areas of the country can access it regardless of available funding."*

Standards

Several state libraries called for a broadband minimum standard to be set and advocated at the national level. *"Make broadband ubiquitous—not all areas of the country can access it regardless of available funding."* In addition to or instead of a national standard, other state libraries requested demonstration sites and best practices that could be used in library planning and fundraising efforts.

Figure D7. Target Minimum Connectivity Speed for Libraries in State

Answer Options	
769 kbps–1.4 Mbps	2.33%
1.5 Mbps (T1)	23.26%
1.6 – 3.0 Mbps	0.00%
3.1 – 5.0 Mbps	4.65%
5.1 – 10.0 Mbps	4.65%
Greater than 10.0 Mbps	2.33%
Our state does not have a target goal	34.88%
Other	27.91%

Note: 43 respondents answered.

Funding

While several states requested help advocating for funding, several also asked for direct financial assistance in the form of incentive grants and operational funding.

Finally, another state library called for recognition that *"high-speed Internet is not the sole issue"*—that often, libraries struggle to simply maintain their public Internet access. Many lack access to technical support or sufficient skills, and even time to provide the necessary maintenance and support needed.

SECTION III

Findings from Focus Groups and Site Visits

The research team visited 30 public libraries serving urban, rural and suburban communities in four states: New York, with more libraries than any other U.S. state (754) and a ranking in the top half of the country in terms of full-time library staff; North Carolina, which, although larger than all other states visited, has among the fewest libraries for its population size (75) and ranks near the bottom in full-time staffing levels; Pennsylvania; and Virginia.

In states so different in so many ways, several common themes emerged from focus group sessions and site visits. Perhaps most surprising is that *half* of the computer users interviewed in these libraries do not own home computers, and only 32 percent have access to the Internet at home. One library director put it this way: *"The digital divide is alive and well in our areas. We serve urban and very rural areas. They either cannot afford high speed or (service providers) do not go there."* About 70 percent of these library users said they used library computers at least once a week.

◗ *"The digital divide is alive and well in our areas."*

Granted, the research team talked with only about 200 library users over the course of about four weeks of site visits, and the method was simply to talk with computer users in the library during its visits. But the message was clear: A great many people *still* depend on their local public libraries for access to computers and the Internet. Especially in communities with low literacy rates and high unemployment, this access and vital assistance from library staff are as necessary as books and tutors for improving literacy. Librarians report helping first-time users learn to use a mouse, open email accounts and fill out online job application forms.

To ensure a consistent base of electronic resources for all of its residents, each of these states provides access to a statewide collection of electronic resources: NOVELNY,[1] NC LIVE,[2] the Power Library in Pennsylvania[3] and FindIt Virginia.[4] These resources serve students, entrepreneurs and lifelong learners using in-library computers, as well as those with remote access from home or work.

North Carolina[5] and Virginia[6] both have statewide telecom initiatives under way, but libraries in all four states struggle to provide adequate bandwidth to staff and patrons. Whether via dial-up (which is rare), or by tapping into a 3 Mbps network, library staff consistently have identified needing more bandwidth as one of their top priorities required to improve technology access in their locations. Several libraries have delayed purchasing popular online resources, such as the interactive homework help site tutor.com, in an effort not to exacerbate already slow access speeds. In addition to library staff, several trustees identified high-speed Internet access as one of the most valued technology services available to the public. *"This is what gets people here. When I come in, all the computers are full,"* one North Carolina board member said.

◗ *"This (high-speed Internet access) is what gets people here. When I come in, all the computers are full."*

A More Complex Technology Environment

More than a decade after libraries first began offering public access to computers and the Internet, the level of sophistication and complexity in managing these technology resources continues to increase. In addition to nearly ubiquitous online catalogs, libraries are building impressive suites of online services—including audio, video and digital collections—and managing access to computer resources via reservation and time and

1. http://novelnewyork.org.
2. http://www.nclive.org/authhome.phtml.
3. http://www.statelibrary.state.pa.us/libraries/site/default.asp.
4. http://www.finditva.com/cgi-bin/main.cgi.
5. http://www.e-nc.org.
6. http://www.networkvirginia.net/netva.

print management systems. These technology solutions to a common need (to monitor time on computers so as to offer the most access to the most people in the community) relieves staff of maintaining manual lists of users, but adds another layer of technology to troubleshoot and manage. In North Carolina and Virginia, many libraries also are moving aggressively forward with RFID (radio frequency ID) of library collections and self-checkout stations in their new libraries.

In addition to general public access computers, many libraries offer "express" computers for business travelers, tourists and others seeking quick access to email or Internet-based information, along with computer labs for projects that take more time than that allowed within the general computer area—such as writing a resume, taking an online exam or writing a school research paper. One New York library has 21 Internet access computers in the adult room, two computers devoted to online databases, three devoted to word processing and spreadsheet applications, one dedicated to language learning software, one for people with visual disabilities and another six computers in youth services.

Finally, where libraries have adequate staff and/or available volunteers, they are beginning to triage technology support for library patrons using computer aides. In many cases this is an adaptation that maximizes the technology skills of high school and college students to assist patrons with troubleshooting and routine tasks, rather than having these students shelve books or do other routine library tasks. This intervention, particularly common in staffed library computer labs, allows reference staff to focus on higher-level issues, including formal and informal computer training and Web content development. It should be noted, however, that many libraries lack the staff necessary to provide this level of triaged service, and most libraries report that they struggle to meet the diverse technology needs of their patrons on a day-to-day basis.

It is this complexity and variety of public use that may confound many local governing agencies at the city and county level, which are more familiar with the computing needs of civil servants or even their own personal home computer use. While library directors are grateful for financial and technical support from city and county IT departments, several mentioned that one of the barriers they face to improving technology access is a lack of governing agency understanding about public computing needs. For example, one city IT department ran updates on its systems (including the library) on a weekend, while most city staff members were off work and unaffected. But, the library's online catalog and resources were brought down on one of its busiest service days. Another example is a level of network security that blocks access to many of the downloadable media library patrons seek. Some don't understand the need for more frequent replacement of computers due to the intensive use by members of the public at all skill levels. This is an ongoing educational issue library leaders are working to address.

Expenditures and Fiscal Planning

Most libraries visited and interviewed as part of the focus groups reported stable—if often inadequate—funding. Virginia's libraries, in general, were the exception. Many libraries in the eastern part of that state reported greater than cost of living increases in the past five years. Such increases are expected to end with the growing downturn in the national economy. There was a 4 percent cut in Virginia state aid in FY2008; a few libraries also reported cuts in local funding in the current year and projected for FY2009. In every state except Pennsylvania, local support accounts for more than 80 percent of library funding. Pennsylvania libraries, which rank 44th in the nation in terms of local support, receive 61.5 percent of their funding from local sources and 22.6 percent from state sources (making it 4th in the nation for state support).

Where tax funding has been mostly flat, many libraries have stepped up private fundraising efforts. More libraries of all sizes are reporting they've established library foundations and/or endowments that assist with maintaining or growing services during sluggish economic times. At least a few libraries are beginning to leverage these more discretionary funds to pilot innovative projects. One North Carolina library created an Opportunity Fund within its foundation to designate seed money for new technology. *"We want to be able to prototype and to help justify (projects) to the county,"* a foundation board member said. *"This allows the library to stay on the vanguard."*

There appeared to be a slight increase from last year in the number of libraries that reported technology was a line item in their operating budgets. It is consistently true that larger libraries are more likely to have dedicated technology funding than their smaller, rural counterparts. Several directors reported that they strive to have technology funding at a level similar to their materials budgets—around 10 to 15 percent of their overall budget. Several libraries told the research team that their income from fines and fees was dedicated to funding technology expenditures. Most libraries reported they had some plan for technology in the library—often as part of state or federal grant requirements—and are working toward three- or five-year PC replacement cycles.

Although larger libraries as a general rule are more likely to have dedicated technology funding, library regional cooperative systems—funded in whole or part by the state—play an important role in supporting technology.[7] New York is well-known for its state-funded public library consortia. The state's 23 public library systems facilitate resource sharing among member libraries, and provide cooperative programs and services. These regional systems have had a particular impact on technology access, providing even the smallest libraries with IT support, training for library staff and board members, and joint purchasing and price negotiation for hardware and software. They also manage computer networks for managing circulation and access online catalogs, and provide access to electronic information, databases and e-books. Pennsylvania's district library centers play a similar role, but are less robust in the level of support they are able to offer their libraries and communities.

Patron Technology Needs

After visiting libraries in eight states over two years, the research team has identified six main groupings of patron technology use. These groupings, consistently reported by both staff and library users, are:

- Communication (including email, chat and social networking)
- Employment (preparing resumes, reading ads, submitting job applications)
- E-government (unemployment, disability, Medicare, Department of Motor Vehicles, IRS, etc.)
- Education/information (including online classes, homework, news reports, genealogy, medical)
- Entertainment (including sports, games, music and movies)
- Routine tasks (including bill paying, shopping, banking and travel)

Email is the single greatest use of library computers. It is used for communication with friends and family and is essential when applying for jobs and for many routine tasks. Seniors, travelers and visitors from other countries highly value email for helping them communicate with loved ones in faraway places. For young people, social networking sites such as MySpace, BlackPlanet and hi5 are the preferred means for staying connected. A few libraries block these sites, either because of bandwidth issues or because of objectionable material. Few people complain about filters, although a man in Virginia noted that the library's filter blocks the state law mandating filters.

As in states visited last year, library users are far more likely to express appreciation than complain about library technology. Even at a library in Pennsylvania where the Internet connections had been down for two weeks, a man who said he hated to complain observed, *"I'm paying taxes for this. It's like paying for roads. I should be able to complain if it's not working."* Those who do make suggestions tend to focus on more computers, faster connection speeds and requests for more quiet spaces. There are occasional requests for items like color printers or scanners or wireless connections.

There is an ongoing need for bandwidth in almost all libraries visited—large and small. Slowdowns during peak use hours—especially after school and often around lunch time and weekends —are common. *"Even with two T1 lines, the more people we bring in, the slower the speed. The computers are so popular,"* said one

7. For more information on services offered by these organizations, please see *Library Networks, Cooperatives and Consortia: A National Survey,* a report by Denise M. Davis, director, ALA Office for Research & Statistics. Published December 3, 2007. http://www.ala.org/ala/ors/lncc/LNCC_Final_report.doc

North Carolina board member. The growing popularity of distance education, video, gaming, downloadable music and books greatly adds to the strain. Many library administrators, who recognize that the problem is bigger than that faced by libraries, have called for a national mandate to provide universal broadband Internet access at affordable prices for libraries and other educational institutions.

◗ *"Even with two T1 lines, the more people we bring in, the slower the speed. The computers are so popular."*

Employment and e-government were increasingly mentioned as growing areas of online use. Interviews with users confirmed staff observations that much computer use in libraries is job-related, especially in—but not limited to—high poverty areas. Even minimum-wage jobs such as grocery store shelf stockers require online applications. *"When we started out, the idea of filling out an online job application just was not on anybody's radar. Now . . . my daughter did her entire job search, her entire apartment search, online—there was not a written piece of paper involved. More is expected to be done online,"* said one Pennsylvania librarian.

Libraries in all four states reported growing use of e-government. The Commonwealth of Virginia now requires that all state job applications be filed online and directs members of the public to libraries. In addition to looking up information, library computer users report performing a variety of other e-government tasks, such as filling out forms for disability and Social Security, making appointments with immigration officials, filing court petitions, taking driver's tests and paying fines online.

Education is another primary use of the library's computers. Many students, especially distance education and community college students, come to the library either because they do not own computers or find the library a quiet and convenient place to do class work. In addition to research, they go online to check and submit course assignments. Many libraries report they provide test proctoring for distance education students. *"We are a player in the campus of learning,"* said one North Carolina director.

It is universally acknowledged that computers have brought many new people to the library, especially men, young adults and low-income people. Many staff noted that seniors and people seeking jobs have little or no computer experience. Computer classes continue to be popular in most of these libraries, but much assistance is provided one-on-one. Everyone interviewed—staff and public—acknowledge the role of libraries in bridging the digital divide. While affordability is the primary issue, the training provided by libraries is also seen as key. Said one library user: *"It's very important for people like me. I know I can come here and use a computer and get help."*

Seventy percent of library patrons interviewed said they use a computer at the library at least once a week and often three or more times a week.

Staff

For first-time users, a computer is only as good as the library staff available to orient them to skills that include how to use a mouse, open an email account, upload family photos to a Web page, and search the Internet effectively. *"The dam broke. People expect answers faster. And the breadth of questions we get about technology is huge,"* said one North Carolina librarian. One library director noted that in the decade since public access to computers and the Internet really began, there has been very little staff growth, even as the number of computers and their use has skyrocketed. *"The technology was brought in, and a whole new service was created, without additional staff. It was just double the work for no more money, you know."* In fact, with rising health care and pension costs, library directors in every state described the difficulty of adding staff. One director with eight full-time and four part-time staff to support one central library and three branches said she has asked unsuccessfully every year for more staff. While the reported average is about 50 percent, some library staff members estimate that as much at 80 percent of their time in a given day may be spent on technology-related tasks. While the reported average is about 50 percent, some library staff, particularly those on library reference desks and in libraries that manually manage computer time limits, estimate that as much as 80 percent of their time is spent in any given day on technology-related tasks.

In addition to day-to-day troubleshooting and questions to library reference staff and/or computer aides, most libraries report that their computer classes are full, with long waiting lists. Classes include introduction to Google, advanced email, introductory classes in office software products and classes focused on genealogy, online health and job Web sites. More libraries also are offering patrons the ability to schedule one-on-one sessions with library staff. Reference staff at a library with a high rate of database use said they make a point of introducing library patrons to databases, even giving them a telephone number to call for help. They explained that teaching is an integral part of the library's commitment to customer service. "*People who don't want to teach self-select out.*"

With the rapid pace of technology, most libraries described some level of difficulty providing adequate and ongoing staff training. *"(Staff) feel frustrated because they just learned this big new thing, like YouTube, and here comes the new thing five minutes later. They feel like they can't keep up."* In addition to attending conferences, state library trainings and community college courses, library staff described a range of continuing education efforts for staff that include:

- Weekly two-hour classes on Friday afternoons led by the IT director on topics identified by library staff;
- Monthly 30-minute classes right before the building is opened, led by IT and HR staff on topics identified by library staff;
- Weekly "homework" assignments to use library Internet services so they are better equipped to orient and help library patrons; and
- Incentives for adding content and using the library intranet.

"Part of the problem is that we've had some great training, but it was four years ago, and we've all forgotten how to use some of that stuff." This issue is more pronounced in libraries serving geographically isolated communities with fewer than five staff members. Lack of staff coverage, long travel times and inclement weather all inhibit efforts for in-person trainings offered. Overall, there was great appreciation for the training and support offered to member libraries by the 23 state-funded library systems in New York.

As in the 2006–2007 study, the need for dedicated IT staff continues to be pronounced. For libraries with dedicated IT staff, demand still outpaces supply. One New York library with four full-time and two part-time IT staff serves 42 locations covering 4,000 square miles. A North Carolina IT director reported that he has 0.8 IT staffers per 100 computers in the library.

Advocacy

> **"If I didn't have an advocacy plan, I'd be up a creek. I've taught myself. I've taken time away from other things to do community relations and marketing."**
> **—North Carolina library director**

The need for and interest in advocacy is growing in the four states visited. The most successful libraries have positioned themselves as leaders in technology, as well as traditional library services. They see local governments as clients and work with them on improving community bandwidth that can also serve schools and community organizations. More than one library hosts their city's Web site. They share successes, as well as needs, when seeking more funding. They build community partnerships by providing valuable services.

It was very clear that thriving libraries have strong, creative directors who command trust and respect and are actively involved in their communities. Activist directors are more likely to develop activist board members. Many commented that about half their boards take on advocacy roles, with the newer, younger members more likely to be active and to value technology as a selling point for the library.

There was much discussion about the need to educate both board members and government officials about libraries. Most of the state libraries produce trustee manuals that are helpful, but many board members said they would like to receive more training. In North Carolina, directors and trustees valued and

spoke highly of trustee training provided through the state library. Directors and board members in all four states described creative activities, such as orientations for new legislators and programs for local government officials that offer lunch and demonstrations of technology. They ensure that communications with government officials continue outside the budget season. One North Carolina director encourages her board and staff to consistently promote the library's role in community building, economic development and education.

Not surprisingly, who's on the board matters. It is important to have well-connected board members. Some libraries have appointed liaisons from local government, and others seek out former city or county council members, or other local leaders. The more active board members interviewed describe one-on-one sales to "*tell anyone and everyone that the library is the best thing*."

METHODOLOGY

The site visit planning and execution employed a number of methods to achieve the goals of this portion of the larger study. These include:

- Reviewing previous studies and reports and state-level data regarding Internet connectivity, technology-based services provided by libraries and stability of funding.
  - Internet studies (FSU et al.)
  - ALA Public Library Funding study
  - National Center for Education Statistics (NCES)-Federal State Cooperative System of Public Library Data (FSCS)
- Engaging in discussions with a range of individuals familiar with library funding, governance and telecommunications issues.
- Conducting state site visits to more fully explore factors influencing public libraries providing stable and sufficient funding, staffing, and technology.
- Meeting with state library agencies, public library directors and other key local stakeholder communities (e.g., library trustees, local government, private local funding groups).
- Conducting follow-up phone interviews with selected state and public library staff as required or appropriate.

The use of environmental scan techniques, secondary data analysis, focus groups and telephone follow-up enabled the research team to support the detailed data reported by individual libraries by "grounding" those data in governance and funding realities of a library community.

The site visits allowed the research team to "drill down" in order to learn more about the challenges public libraries presently face in providing and sustaining sufficient high quality services and high-speed bandwidth for a range of public access services.

The following states were selected for site visits:

- New York
- North Carolina
- Pennsylvania
- Virginia

Communication with Selected States

The research team contacted staff in each of the four state libraries, who were asked to recommend public library directors to participate in focus groups. The research team requested that these library directors reflect a range of libraries of varying population size, budgets and governance structures. The team also sought representation of libraries that had experienced a high degree of success in creating and sustaining technology access, as well as those more financially vulnerable.

Four to six public library directors were invited to participate in each small focus group, and two focus groups were scheduled per participating state. The research team also scheduled between eight and ten site visits to libraries in each state in consultation with state library staff.

NEW YORK CASE STUDY

New York stands out among the four states visited for its state-funded public library consortia. Created in the late 1950s, the state's 23 public library systems facilitate resource sharing among member libraries and provide cooperative programs and services. These regional systems have had a significant impact on technology access, providing even the smallest libraries with IT support, training for library staff and board members, and joint purchasing and price negotiation for hardware and software. These regional systems centrally manage system-wide computer networks, together with circulation and public access online catalogs, and provide access to cooperatively purchased electronic information, databases and e-books.

Technology and public access computing are key services in New York's public libraries. These services are bringing in many new users of online services, such as email, job applications, social networking, genealogy databases and more. Even a small library with a total budget of $80,000 per year has offered wireless since 2006, offers downloadable books and proctors exams. Small libraries, nonetheless, report being challenged to meet the need for computer classes, and most libraries report considerable waiting times for computers.

It is estimated that staff in New York's public libraries spend as much as 60 percent of their time on technology work and services. The training provided by the Bill and Melinda Gates Foundation more than five years ago was considered very beneficial, and there is a great need for more training, as well as for the time to participate in training. More expert and experienced IT staff are also needed. Overall, the library staff have adjusted well to technology, thanks to previous training, and appreciate being able to serve people better and faster.

Advocacy is seen as a staff function by many board members, though younger and newer trustees are more likely to take an activist role and see technology as a positive selling point to secure increased funding. Many of New York's public libraries have strengthened their community position and support by developing powerful local partnerships with school districts, colleges, county health departments, a women's resource center and other local organizations. The greatest needs are for more and better marketing, more computers and space for technology, dedicated IT staff, and especially improved bandwidth.

Overview: Governance and Statistical Information

New York has 754 public library systems with 1,068 physical library locations and eight bookmobiles to serve more than 18.9 million residents. New York's public libraries are predominantly (92.2 percent) single library outlets that are organized primarily as non-profit associations (47.7 percent), as municipal government libraries (26.8 percent) and as library districts (24.1 percent).[8]

In FY2005 (the most recent year for which national statistics are available), New York's public libraries recorded more than 107.8 million visits; answered almost 26.5 million reference questions; and circulated more than 141.6 million items (e.g., books; films; sound recordings; audiobooks). New York's public libraries borrowed or loaned an additional 9.6 million items on behalf of its residents, who are served by 13,000 employees. Of these employees, 3,448 hold a master's degree in library and information science (MLIS), and 655 work as librarians but do not hold a master's degree.

Other than in New York City and its surrounding metropolitan area, the majority of the state's public libraries are located in rural communities. Approximately 46.7 percent of New York's public libraries serve fewer than 5,000 residents, and the average square footage of these libraries is between 2,416 and 4,235. Another 18.7 percent of New York's public libraries serve communities between 5,000 and 9,999 residents; those libraries average 7,166 square feet in size.

8. National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005.* (NCES 2008-301). Washington, DC: NCES, 2007. http://nces.ed.gov/pubs2008/2008301.pdf.

Funding Summary

Eighty percent of New York's public library funding comes from local sources (tax dollars). The remaining balance comes from state sources (4.8 percent); other sources (14.6 percent), such as private fundraising, gifts, bequests, fines, and fees; and federal sources (.6 percent).

Nationally, New York ranks 3rd in the nation in total operating revenue support; 11th in state support; third in local support; and 1st in "other." New York's public libraries are well above the national average in every category of funding except state support ($2.70, versus the national average of $3.26).

For New York's public libraries, expenditures by category are above national averages. New York's public libraries rank 3rd in total operating expenditures ($50.47 spent per capita versus $31.65 nationally); 3rd in staff ($33.10 per capita versus $20.06 nationally); and 13th in collections ($5.35 per capita versus $4.18 nationally). The largest percentage (70.1 percent) of library expenditures are spent on staff (salaries, benefits, retirement), with 10.6 percent spent on collections, and the remaining 19.3 percent spent on other things, such as programming, building maintenance and utilities, computer hardware, and software.

Capital expenditures totaled $110.2 million in FY2005, exceeded only by California. With 39.9 percent of New York's public libraries reporting zero capital expenditures, 42.8 percent (approximately 322 libraries) reported expenditures under $50,000; 6.4 percent (approximately 48 libraries) reported expenditures between $50,000 and $99,999; and 10.9 percent (approximately 82 libraries) reported expenditures over $100,000.

Connectivity Summary

At a time when many states in the region, including New Jersey and Maryland, were adopting statewide standards for telecommunication and broadband providers, including requirements for service to educational institutions (including libraries), the New York State government decided to let market forces determine telecommunications and broadband availability. As a result, in significant areas of the state, broadband service is not available at a reasonable cost, and in some areas, not available at all. This is not only a problem in rural areas: there are portions of major cities where providers have decided that broadband service would not be profitable and have therefore not provided broadband service in all areas of the cities they serve.

There is no state telecommunications library network nor is there a state telecommunications network to which public libraries have access. Some of the public and regional library systems (e.g., those that provide services to member libraries) have displayed remarkable entrepreneurial initiative and have become Internet, telecommunications and broadband providers themselves, funding their services to their member libraries by vending services to individual subscribers.

New York's public libraries rank 21st in the number of public-use Internet computers available per building (11.28) as compared with public libraries in other states.[9] New York ranks 35th in the number of Internet users as a share of the population at 56.8 percent, compared to 58.7 percent nationwide, and 36th in deployment of computers and Internet use in schools at 4.52.[10]

Summary of Major Challenges

As part of an evaluation of the New York Online Virtual Electronic Library (NOVELNY) for the New York State Education Department, several barriers to public libraries' use of the state's online library of databases were identified, including:[11]

- Unavailability of broadband access to the Internet.
- Lack of adequate equipment to provide public access to the Internet from the library.

9. Ibid.
10. The Information Technology & Innovation Foundation. *2007 State New Economy Index*. http://www.itif.org/index.php?id=30.
11. Himmel & Wilson Library Consultants for the New York State Education Department. *Evaluation of the New York Online Virtual Electronic Library.* http://www.nysl.nysed.gov/libdev/lsta/eval/novel/reportm.htm. 2007.

- Lack of library staff with the skills needed to access the Internet, to access the NOVELNY databases and to instruct and assist users in use of the NOVELNY databases.

Of these barriers, the staffing issue is principally a matter of scale. The smallest libraries are too small to have staff with the range of skills needed in a modern library. The equipment issue, both computer and telecommunication equipment, has been substantially ameliorated by national grants (e.g., the Bill and Melinda Gates Foundation), but more remains to be done. The availability of broadband access remains beyond the control of local libraries.

Focus Group Summary

Two focus groups were conducted in New York on October 17, 2007, during the annual conference of the New York Library Association (NYLA) held in Buffalo. Three libraries were represented in the first group, and five in the second group. We are grateful to NYLA for graciously hosting the focus groups, and to Lisa Seivert at the New York State Library for her generous assistance in organizing the focus groups and site visits. We thank all the librarians who took time from their conference activities to participate. A list of participating libraries is included in appendix E.

Expenditures and Fiscal Planning

Even well-supported libraries find funding complicated and challenging. New York's public libraries often must go to the voters for funding increases, and some directors report that tax resistance is growing. However, one system director said, *"I have libraries that are very well funded right now, because they have done it right. They've gone to the voters, they've done what needs to be done and they're OK. Those that just rely on the generosity of the town officials as a charity are in big trouble."*

A director of a rural library said that about 300 of 1,500 people vote in their annual election, just before school starts. The tax issues pass, but the margin has become smaller, and they are very small increases. In contrast, a wealthy resort town passed a levy two years ago that increased the library's support 40 percent, with more growth each year, and passed a $7.8 million bond for a building. The bond issue was close, however, and the library is meeting increasing resistance from senior voters. Most libraries reported having had very little, if any, recent funding increases from city, county or state sources. One library system had a 25 percent budget cut in 2005 and closed 15 of its member libraries.

Several librarians mentioned active Friends of the Library groups that raise funds for the library. One director said their Friends donations make up 8 percent of the budget. Another mentioned that the Friends had just bought six laptops for public use. Another librarian reported, though, that some Friends prefer to support traditional library services and do not welcome requests for technology funding. Many libraries do not have technology plans in place and are challenged by boards that do not understand the need for an adequate technology budget. *"We're dealing with library boards who say, 'What do I need to buy a new computer for? I just bought one seven years ago.'"* One participant suggested that the profession should develop standards that specify the percentage of a library's budget that should be spent on technology materials.

Regional system support is important for technology equipment, staffing, training, and joint purchasing/price negotiation of databases. The more affluent libraries have not encountered obstacles for funding technology, and were not as likely to report bandwidth problems. The smaller libraries all reported problems with slow connections. One director said that cable is not available in their rural area—and all need more computers. There was considerable discussion in one group about how bandwidth should be a basic utility available to public institutions like schools and libraries. *"You compare the U.S. with other countries with sophisticated infrastructure—we don't compare well."*

Meeting Patron Technology Needs for Internet Services

Use of the Internet in all the libraries is growing, and the services used most are for education, communication, job-seeking and e-government tasks including:

- Email
- Word processing
- Genealogy databases
- Language-learning software
- e-government and tax forms
- Job application
- Social networking sites

Well-funded libraries offer downloadable e-books and media, and report high use of wireless. *"We're busy every moment we're open, and they're actually outside with their laptops before we open, just checking their email. . . . So you know, you're having the best technology, which we should have, with the fastest connection, with directed service and a nice well-lit, heated-cooled facility—I mean who wouldn't want to sit here all day?"*

There was general agreement that computers have brought in new people of all races, ages and nationalities. Computer classes are offered by most libraries, including one library's classes in Spanish for migrant workers that are popular. The less affluent libraries reported a need for more funding to meet the demand for computer training. One library has a partnership with the Office of the Aging to provide training on Medicare and other topics of interest to seniors, and offers personalized one-on-one tutoring provided by volunteers.

Focus group participants reported a significant appetite for technology in libraries. One participant stated that technology equipment and services are like money—the more you have, the more you need, and there is never enough. One director mentioned that the time management software used on the patron computers provides useful information about how long people have to wait to use computers.

Impact on Staff

Staff's need for and interest in training has exceeded expectations, and libraries report that training provided through early Bill and Melinda Gates Foundation grant programs has been greatly beneficial. Yet many staff members report that they are spread so thin that it's difficult to have time for needed training. One library director said that the cost of technology has created a budget crunch, and now staff members receive no benefits beyond Social Security. Finding and keeping good IT staff is also a challenge. The director of a system that provides IT services for members over several thousand square miles said, *"Our automation department could be called the Sophie's Choice Department. Every day you have to make so many decisions based on what will get done and what won't get done. We have four IT people, and we have two others that are almost full-time IT. And I'd double that."*

◗ *"Our automation department could be called the Sophie's Choice Department."*

There was general agreement that library staff deal with technology issues some 30 to 60 percent of their time. There may be fewer traditional reference questions, but more need for help with how to navigate the technology that keeps changing—from floppy disks to flash drives and more. Training remains the greatest staffing challenge—keeping one step ahead and dealing with change.

Advocating Support for IT Services

Few libraries advocate specifically for technology or technology-based services. It is considered just part of the package of library funding needs. Many boards see advocacy to be more of a staff function, and some board members see a conflict of interest if they also are school employees or have other government positions. Still others said technology has been a positive selling point for increased funding, and younger or newer board members are more likely to take an activist role.

One library hosts orientation sessions for new legislators, with demonstrations of new technology—and food is always provided. There is agreement that more time and effort should be invested in convincing legislators of the value of libraries and technology in libraries. Some boards also are helpful in obtaining funding from foundations, but it is difficult to get grants for computers because they are seen as part of basic operating expenses. One participant mentioned Verizon as a good potential funding source, and the company does help with hardware purchases.

Another library works with a school-educational cooperative that gives every child a laptop. Students must leave the laptops at school, but they can come to the public library to use computers there and continue learning about technology. In a similar collaboration, a public library is providing support—serving as the school library—for a new high school.

Another participant suggested that national advocacy is needed to support consistent and adequate bandwidth and to integrate libraries as part of government services. *"Libraries need to work together to do this, versus everybody fighting for their own little piece of the pie."*

Biggest IT Needs

When asked about priorities for improving technology access, focus group participants prioritized marketing, improved bandwidth, more computers, more space for technology, and dedicated IT and webmaster staff. Everyone noted that support and leadership from the Bill and Melinda Gates Foundation have been vital: *"It got us on the road to adding technology in our libraries."*

Site Visit Summary

The research team visited eight libraries with populations served ranging from 1,300 to more than 960,000, based on the 2000 Census. The interviewers spoke with library staff, trustees and patrons. A list of visited libraries is included in appendix E. The findings below are summarized by broad themes.

Expenditures and Fiscal Planning

Securing adequate financial support is an ongoing challenge: Although funding for New York libraries is above the national average, most libraries report that they struggle to meet community needs with existing funding. Library funding includes a complicated mix of revenue from several cities/towns, school districts, some county support, very little directly from the state, grants and donations.

One of the large city/county libraries visited serves a city with a 40 percent poverty rate and 30 percent illiteracy rate. Many big companies have moved out. The library system is still recovering from a funding crisis in 2005 when the county—following promised property tax reductions—cut 25 percent of its support. The library was forced to close 15 of 52 branches and cut 100 positions. In December 2007, the county legislature passed a budget that provides $1.6 million for public libraries. This will bring the library's support back to its 1998 level.

A beautiful new (2004) library that overlooks a lake serves an affluent community that has transformed from a resort into a suburb. This library's budget was cut in 2007 when a tax increase measure failed by 40 votes. Business growth has been restricted, and there is resentment that property tax is the only source of revenue. In another community in transition from small town to commuter destination, the library's most recent ballot proposal for a funding increase was voted down 3–1 in an "anti-library, anti-tax" campaign. The school budget on the same ballot passed.

In an example of a shared funding model, the director of a public library serving four municipalities with a total population of 26,000 described a sizeable endowment built by a banker and other board members. The endowment supports materials, but local governments must invest in all other expenses. When one mayor learned about the endowment, he tried to eliminate library funding. Thanks to strong community support, he did not succeed. This library is launching a capital campaign with a goal of $1.5 million and is trying to build a Friends group.

A small library has its budget passed each year, but it is funded at $25 per capita, which is well below the state average. *"It is stable and growing and not enough."* The smallest library visited is a one-room, 900-square-foot facility with a full-time director, half-time assistant and one volunteer. Funding from two towns, the school district and the county adds up to a total budget of $80,000 per year.[12] Technology has been funded primarily through grants and about $5,000 from the annual budget. There are four public access and two staff computers. The library first made public computing available in 1995. About 100 people use the library each day in a town of about 1,300 residents. The director *is* the IT support, though she sometimes hires an outside tech at $75 per hour and gets advice from her son.

Meeting Patron Technology Needs for Internet Services

Technology and public access computing are considered to be mainstream services in all the libraries visited, and fully used by the people they serve: Even the smallest library visited has had wireless since 2006, offers downloadable books via their library system, proctors online exams for distance education students, and has patrons commenting, *"It's essential. It gives the whole community access to everywhere."*

Nearly all of the libraries visited frequently have people waiting to use the computers. *"Sometimes we have them stacked up like an air traffic controller."* A creative branch librarian in a low-income neighborhood offers teenagers an extra half hour on the computer if they read while they're waiting. A trustee of a suburban library said, *"One woman was waiting at the library every day for it to open. Her daughter was in Iraq. Every morning she checked her email before she went to work, and I thought, 'What a service.'"*

During interviews, library staff and patrons cite email, research for school/work, e-government, job applications, social networking, and recreational activities as the most common uses of library computers. The research team was told that many people read newspapers online. Most libraries provide computer classes, and do test proctoring. A director commented that it is sometimes difficult to find staff to teach computer classes because many librarians do not have these skills. Several staffers reported growth in use of their library's Web site, primarily for downloadable books and placing holds. *"Reserves/holds that used to take two weeks now take two days."*

The technology services offered go far beyond providing basic access, and there are impressive programs and partnerships reported. One library works with two local colleges, offering a College Resource Center, where students sign in and get staff assistance, the use of special software, and are allowed unlimited computer time. The library also received grant funding to develop a Patent and Trademark Center with trained staff and special materials to serve local inventors. A local history digitization project, supported by a foundation, has scanned more than 500,000 pages and is helping to preserve the legacies of Susan B. Anthony and Frederick Douglass.

To provide job training and assistance, one library has a Career Job Center staffed by a counselor. Another library partners with the local Women's Resource Center to provide computer training in the library's lab. One director said, *"The reference librarians are career counselors."* The library keeps a book at the circulation desk to collect stories and comments from patrons, including one from a patron who used library computers to get a law degree. Another library director said a homeless man found a job using library computers. A system staffer also shared a favorite story: *"A local businessman came into the library waving a disk and saying he had to do a presentation in two hours and his computer had crashed. He wanted to know if we had Excel. We saved the day for him."*

These New York public libraries' wish list includes the usual—more computers and more room for them—plus computer labs with full-time staff, more IT staff, more bandwidth/speed, computer space for teens, more classes—especially for seniors, a better OPAC and "state-of-the-art everything."

12. UPDATE: A ballot issue in November 2007 passed by a comfortable margin, and the library is expanding its open hours.

Impact on Staff

Similar to administrators interviewed in the focus groups, staff at libraries visited agreed that 40–50 percent of staff time is spent on technology: They indicated that most staff has adjusted well. One director summed it up by saying, *"Change is always tough. Eventually it gets to be old news. Now they're dependent on it. Once they get through it, they're OK."* Many front-line librarians are enthusiastic about being able to provide better answers for people, more quickly and they enjoy helping people learn computer skills. *"It's very exciting to turn people on. It's like a light has gone on. They've learned to do email or read a magazine online. It's a good feeling."*

One director took over a library from a long-term predecessor who allowed no technology. When change came, she was concerned some staff would be resistant, but they love it. All library staff agree that training is key; they get good help from their systems to keep staff skills current. A library with a very tech-savvy director does training for staff in the summer to show off new databases and equipment such as scanners. *"If we're not ahead of the curve, we'll be left behind."*

There is general agreement that time management software has helped to reduce the time staff spend monitoring computer use, but some expressed frustration with the system because of software complications that cause delays. A library director said that technology has a physical impact on staff. They need better furniture, but that is a big expense. Almost everyone agrees on the need for more full-time IT staff.

Advocating Support for IT Services

In the discussion of advocacy, many directors mentioned partnerships with local community organizations, schools and government agencies. For example, the YMCA does health tests using the library computers at one location, and the county health department is supportive. Another library works with local schools, demonstrating databases for teachers and school librarians, and hosting a teacher orientation program at the library with information on resources and library cards—including "work-in-district" cards. The library's Web site has a portal so students can get to their school files.

Library board members and directors interviewed agree that only about half of current library trustees are activists. And as one director said, *"Some board members don't like anything to do with technology."* Many boards appoint their own members, there are seldom term limits and there are more old trustees than young ones. Still, there were impressive stories of board activism for overall library support. One board member—a film producer—made a five-minute DVD before the library election, and board members showed it to some 60 community groups. One trustee said, *"I talk about the resources available at the library to my acquaintances, neighbors, even my auto mechanic. I set an example by using the library and its online access. I even give presentations at work about how to access the library catalog and databases from home and work."* This activist also mentioned that he did not receive a handbook until five months into his service and would like better training on how he could be a successful library trustee. A county legislator said, *"Libraries are sacred for us . . . A lot of people can't afford to have computers at home. To some people, computers are more important than books. They even read newspapers online. Everyone (on the legislature) agrees technology is important. As the years go by, libraries will become more important if they have the right personnel, hardware and software."*

One library director summed up the advocacy situation: *"We have to change the relationship from begging to 'You help us, we'll help you, and together we can help the community.'"*

NORTH CAROLINA CASE STUDY

The late 1990s and beginning of the new millennium brought significant economic hardship to the state of North Carolina. In interview after interview with library staff and trustees, there was an emphasis on jobs lost in industries ranging from textiles to tobacco to furniture-making. In one community, the estimated loss was nearly 50 percent from 1999–2002. In this economic climate, the role of North Carolina public libraries in economic development and continuing education emerged to the forefront.

Site visits confirmed a 2007 study that found that North Carolina ranks in the bottom one-fifth (42nd) of the nation in terms of Internet users as a share of the population.[13] Particularly in high poverty communities, fewer than half of library users have computers and/or Internet access at home. Online job searching and applications are the most often reported use of library technology by library staff and users. *"As plants close in this county, we get waves of people coming in to do resumes or go to job Web sites. We have a lot of first-time users that have been on production lines and so on."*

At the same time, North Carolina public libraries are well below the national average in every category of funding. At $18.66 per capita, the state's public libraries rank 43rd in overall funding. Several of the public libraries recently built were funded in large part or solely through private fundraising efforts. Most library directors indicated they work in a fiscally conservative environment that restricts libraries to flat budgets or small increases within the margin of the cost of living.

With 85 out of 100 of the state's counties considered rural, developing affordable access to high-speed Internet connections also has been a key concern—leading to the development of Rural Internet Access Authority (now called the e-NC Authority) in 2000.[14]

Overview: Governance and Statistical Information

North Carolina has 75 public library systems with 383 physical library locations and 40 bookmobiles to serve more than 8.5 million residents. North Carolina's public libraries are organized primarily as county libraries (53.3 percent). Another 20 percent are organized as multi-jurisdictional libraries (e.g., operated jointly by two or more local governments), as municipal or city government (13.3 percent), as nonprofit associations (6.7 percent) or as city/county libraries (2.7 percent).[15]

In FY2005 (the most recent year for which national statistics are available), North Carolina's public libraries reported serving more than 34 million visitors; answered more than 10.4 million reference questions; and circulated more than 46.6 million items (e.g., books, films, sound recordings, audiobooks). North Carolina's public libraries borrowed or loaned an additional 91,000 items on behalf of its residents, who are served by 2,973 employees. Of these employees, 648 hold a master's degree in library and information science (MLIS), and 31 work as librarians but do not hold a master's degree.

The majority of North Carolina's public libraries are part of county library systems serving counties with 25,000 to 249,999 residents. Approximately 12 percent of North Carolina's public libraries serve fewer than 25,000 residents. The square footage of library buildings tend to be larger as a result of the larger units of service (e.g., county). Eighty-seven percent of North Carolina's libraries are multiple-outlet libraries (a central library with branch libraries) averaging from 6,453 square feet (branch libraries) to 32,609 square feet (central libraries). Another 13 percent are single-building libraries with an average of 12,756 square feet.

13. The Information Technology & Innovation Foundation. *2007 State New Economy Index*. http://www.itif.org/index.php?id=30.
14. E-NC is an initiative created by the N.C. General Assembly to link all North Carolinians—especially those in rural areas—to the Internet. http://www.e-nc.org.
15. National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2007. http://nces.ed.gov/pubsearch/pubsinfo.asp?pubid=2008301.

Funding Summary

Almost 83 percent of North Carolina's public library funding comes from local sources (tax dollars). The balance comes from state sources (9.1 percent); other sources (6.7 percent), such as private fundraising, gifts, bequests, fines and fees; and federal sources (1.3 percent).

Nationally, North Carolina ranks 43rd in the nation in total operating revenue support; 16th in state support; 42nd in local support; and 41st in "other." North Carolina's public libraries are well below the national average in every category of funding.

North Carolina's expenditures by category also are below national averages. North Carolina's public libraries rank 43rd in total operating expenditures ($19.29 spent per capita versus $31.65 nationally); 43rd in staff ($13.19 per capita versus $20.87 nationally); and 44th in collections ($2.57 per capita versus $4.18 nationally). The largest percentage (68.4 percent) of library expenditures are spent on staff (salaries, benefits, retirement), with 13.3 percent spent on collections, and the remaining 18.3 percent spent on other things, such as programming, building maintenance and utilities, computer hardware and software.

Capital expenditures totaled just over $19.3 million in FY2005, with 37.3 percent of North Carolina's public libraries reporting zero capital expenditures. Thirty-six percent (approximately 27 libraries) reported expenditures under $50,000; 13.3 percent (approximately 10 libraries) reported expenditures between $50,000 and $99,999; and 13.3 percent (approximately 10 libraries) reported expenditures over $100,000.

Connectivity Summary

More than 90 percent of North Carolina's public libraries have an Internet connection that is not dial-up—directly through a local telecommunications company, through the local school district, through the local city/county government or through a state telecom network.[16] Some barriers to broadband connectivity include too many telecom companies and high cost.

North Carolina public libraries rank 10th in the number of public-use Internet computers available per building (13.22) compared with public libraries in other states.[17] North Carolina ranks 42nd in the number of Internet users as a share of the population at 55.1 percent, compared to 58.7 percent nationwide, and 34th in deployment of computers and Internet use in schools at 4.75.[18]

Summary of Major Challenges

Although all of North Carolina's public libraries have a Web site, it is unclear how well local libraries are able to maintain them. There are also challenges regarding libraries' ability to maintain or replace IT, as well as with finding and hiring skilled local IT support.

Focus Group Summary

Two focus groups were conducted in North Carolina. On February 4, 2008, staff from five libraries met at the Hickory Public Library. On February 6, staff from another five county and regional library systems met at the Wilson County Public Library. We are grateful to Jennifer Pratt and Mary Boone at the North Carolina State Library for their advice and assistance in organizing the focus groups and site visits, and to all the librarians who shared their experience and perspective. A list of participating libraries is included in appendix F.

Expenditures and Fiscal Planning

The majority of libraries in North Carolina are county systems. Funding was reported as a challenge for all the systems represented in the focus groups. Although some have received annual budget increases, the

16. *Libraries Connect Communities: Public Library Funding & Technology Access Study 2006–2007*. Chicago: American Library Association, 2007. http://www.ala.org/ala/ors/plftas/0607report.cfm. Page 128.
17. National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2007. http://nces.ed.gov/pubsearch/pubsinfo.asp?pubid=2008301.
18. The Information Technology & Innovation Foundation. *2007 State New Economy Index*. http://www.itif.org/index.php?id=30.

amounts are modest, budgets almost flat and the economy fragile. In the smaller, more rural counties, most comments were about the loss of jobs in the tobacco, textile and other local industries. It is a continuing challenge for all libraries to compete for city and county government support. *"The biggest problem, probably, is the fact that libraries and everything we do in libraries is not mandated by the state, so at the local level we're competing with police and other mandated departments."* Several libraries have had impressive success raising private funds for new buildings, but are now finding *"there's not much money there"* for ongoing operations.

Smaller libraries have depended on grants from the state and private foundations for equipment, Internet connections and other technology expenses. These libraries don't have dedicated IT staff and contract out for support. Almost all the libraries, large and small, rely on E-rate discounts, except one, whose director said the process is so complicated that his county refused to gather all the data required.

The larger systems have technology as a line item in the budget, and the local governments provide basic funding. Several libraries described various relationships with county IT departments for joint purchasing of equipment, maintenance and shared replacement schedules. For example, one library receives 90 percent of its technology funding from the county. The library uses the county contract for replacing PCs, and the county matches the library's investment. The North Carolina Public Library Directors Association recently developed a computer replacement policy of three to five years. This was seen as a useful move, even though it *"doesn't have teeth"* and requires negotiation with local governments.

Barriers to improved library funding included poor local economies, the high cost of maintaining technology or initiating new technology projects (such as RFID), and the misperception that most residents had computers and Internet access. Victories also were reported. *"I think we're beginning to make them see that the library is an economic development tool. It's part of the structure that our county has to have to rebuild after all our industries left us."*

Meeting Patron Technology Needs for Internet Services

Discussions of the most used Internet services highlighted job seeking, distance education, email and social networking. In addition to access to library computers, one-on-one training and formal classes (ranging from how to set up an email account to workshops on job hunting) are critical to assisting many first-time computer users. *"More and more folks are being required to put in their application with Food Lion or Wal-Mart, or whoever, online,"* said a staff member at a library working with community colleges to offer classes in its lab and partnering with Work First (North Carolina's Temporary Assistance for Needy Families (TANF) program). Access to the state's Employment Security Commission Web site, which offers job search databases and information on state unemployment benefits, also was specifically cited.

Educational uses included distance learning applications like WebCT and Blackboard, homework help, applying for higher education, financial aid and test proctoring.

Communications through email and social networking sites also were significant technology uses. *"What I see when I walk around our libraries is people staying in touch, as well, when families are being splintered across the country, because of jobs and economic upturns and downturns."* A growing number of tourists and retirees turn to the library to stay connected with family and friends around the world.

Libraries were fairly evenly split on whether they blocked or restricted access to social networking sites. Many libraries cited bandwidth concerns as the reason for limiting access, while a few referenced teen behavioral problems, including gang activity. *"We can only afford 256 kbps or 384 kbps (Internet connections) to our branches,"* said one director, which is not adequate to support the graphics-heavy MySpace services.

Mention of online gaming and its popularity, particularly among young adults, inspired a discussion of what public libraries are for. *"It wasn't that awfully long go—some of us remember—when Harlequin Romances and comic books were not suitable. Should it all be non-fiction?"*

Several of the participating libraries have taken action to find out who uses the computers and what kinds of services they want. One has a drop-down Web survey that asks each computer user to note their

age and ethnic group, gender and reason for using the library that day. Another director said they survey users to support their case for increasing bandwidth, and the IT manager is able to pull data on the most frequently used online resources.

Impact on Staff

All participants agree that technology has brought in many new people and greatly increased the pressure on staff. Reservation software has helped to reduce the time spent monitoring computer time, but there are still more people and more questions. *"I think the Internet took what was a fairly quiet and peaceful place to work and turned it into Grand Central Station, multiplied, you know, hundreds of times across the country."*

There is near unanimous agreement that library staff is busier than ever and often frustrated by not having time to provide needed one-on-one assistance, and are struggling to keep up with new technology. *"For the people who run the reference and information desk, 75 or 80 percent of their time is managing the computers in some fashion."* It also was mentioned that people using computers can be very demanding—more so than library patrons were in the past.

Several libraries offer classes for staff and the public in their computer labs and send staff to training provided by the North Carolina State Library or regional library councils. Participants praised the State Library's Master Trainer Program, a train-the-trainer activity. *"That's been one of the best things the State Library ever did."* Graduates of the program at one library are now offering computer classes to the local health department. Libraries also use Webinars for keeping their staff up to speed. One regional system offers training to member libraries every Friday from 2 to 4 p.m. on topics solicited from front-line staff.

◗ *"I think the Internet took what was a fairly quiet and peaceful place to work and turned it into Grand Central Station, multiplied, you know, hundreds of times across the country."*

The discussion also focused on the need for more trained IT staff. One focus group participant suggested that standards or guidelines are needed for how many IT staff members are required per the number of computers. *"I'm in a system where we have 120 public PCs, and I've got one person to support them."* One focus group participant forecast more outsourcing and contract IT work because the library is unable to hire additional personnel. While many of the county libraries receive support from county IT services, several reported they were ahead of the curve in what their counties were willing or able to support. *"We dragged our county into Internet technology. Now they've decided they like it, but they would like to control how we use it . . . which has prevented us from doing things like video production or other things we think would be valuable to our public."*

Advocating Support for IT Services

Perhaps because their community economic situations are so dire, focus group participants have a depth of experience in advocating support for their libraries, and shared many creative ideas and strategies. These directors said many of their board members are active advocates. They also collect and use stories of how people have benefited from library technology services. In addition to collecting statistics and stories, participants told us they:

- **Leverage funds:** Five libraries across the state started the North Carolina Digital Library,[19] which provides downloadable audiobooks, music and video to residents in their communities. There are now 16 members pooling funds to provide access to these materials. *"In my county, I could not have afforded the price of this product by myself, especially on a yearly basis. It's been the greatest thing for us."* Several libraries also are cooperating to purchase access to Ancestry.com. *"I have people tell me that was the best thing I have done in my career . . . to give them access to those genealogy databases."* Another library director described how she used private foundation funding for computers as an incentive to encourage the town and county to make capital improvements and fund more hours open at a small library.

19. The North Carolina Digital Library is sponsored by the N.C. Public Library Directors Association. http://ncdigital.lib.overdrive.com/DD3367A7-BBDF-4601-A393-9366A77847EF/10/262/en/Default.htm.

- **Get involved in a community network that also solves problems for county government:** Several library directors served on the steering committees for Internet development in their counties as part of the Rural Internet Access Authority (now called the e-NC Authority). In this capacity, they developed county-wide technology plans with other community partners. They also were able to position the library as being on the forefront of local technology issues. *"If you're perceived in the community as a success, and they like you, then they're more inclined to fund some of the other things you are asking for."*
- **Are visible and creative:** In addition to media outreach positioning the library as "cutting edge," one library produces an annual calendar with library use data . . . and county commissioner birthdays. Several directors also talked about the importance of meeting and talking with elected officials outside of the budget season. *"If the only time you go to the county commissioners and talk to them is at the end of the year, with your hand out, you may as well stay at home."* The library director takes along presentations and/or leave-behind materials showing the value of library services. *"We have not had any of those counties, even in hard times, under-fund. I think it's the constant reminder that here's what you get for your money."* Another library hosts an annual luncheon for elected officials at all levels of government.
- **Forget fear**: Be able to articulate what technology is able to do for the people who come to the library. Show the benefits, demonstrate what the technology can do and ask for the funding needed to implement new initiatives.

Biggest IT Needs

If money were no object, the focus group participants said they would like to have more trained IT staff—"*one digital services librarian for each library*"—more money for staff training, more bandwidth, more space, more hours open, a full-time grant writer, more support for the State Library's marketing efforts, free laptops for school kids, and an easier E-rate application process or some other way of paying for bandwidth.

Site Visit Summary

The research team visited nine libraries in communities ranging in size from 2,000 to 356,000. The site visits included tours of the libraries and interviews with library directors, staff members, patrons, trustees and local government officials. A complete list of libraries visited can be found in appendix F. The findings are summarized by broad themes.

Expenditures and Fiscal Planning

- **Making do—well.** Although North Carolina public libraries are well below the national average in every category of funding, the libraries visited appear well-used and respected by their communities. Most have received modest increases in funding but are struggling to keep up. A library trustee in one of the poorest counties in the nation said of the county government, *"We always get about what we ask for. We know we can't ask for a whole lot."* The director of one library described the funding situation *as "pretty good—no cuts. The county commissioners understand our needs, but we're still the red-headed stepchild—funded after sewers and jails."* Her county has a 34 percent illiteracy rate, and 27 percent poverty rate, with per capita income averaging $16,000 per year. Even in a thriving urban library a board member said, *"The city is growing, but the economy is on the decline."* The library had about 40 people waiting for the library to open, and most raced to the computers.
- **Raising funds, building ownership:** A lot was said about the decline and disappearance of local industry and agriculture, from textiles to tobacco to peanuts. Many retirees are moving to the state for the climate, low cost of living and cheap property. Some may not be enthusiastic about tax increases, but others are eager to get involved in and support community activities. In one community that had lost many jobs, the library staff, board, Friends and foundation worked for 12 years to raise funds for a new building that more than tripled their square footage. They positioned the library as a community

space and economic development engine. *"People saw laid-off workers doing continuing education and job training. We had a lot of people needing to retool."* They raised more than the $5 million required for a new library in a community of 30,000. Library use has doubled in the new building.

- **Building technology services:** Public access computing is now considered to be a mainstream service. For example, when one urban library was planning a new building in the mid-1990s, it found that the community already wanted more computers. It went from eight to 130 computers in the main library. The PCs are leased and replaced every three years. The library has maintained a regular budget line for technology and keeps the investment equal to the budget for traditional library materials. Several of the libraries visited are developing RFID projects, and several are migrating to new ILS systems. Many of the libraries share technology purchase and maintenance with their local governments. One library foundation has an Opportunity Fund that raises seed money for new technology projects. If the initiative is successful, it is added to the operating budget.

Meeting Patron Technology Needs for Internet Services

- **Communication, entertainment, job seeking, education:** All public computers were in use in every library, with the exception of an early morning visit to one small town, where the community members emphasized the importance of technology nonetheless. *"This library is the only place in many miles where people have access to computers and the Internet. It's vital. At first I didn't think so, but if you can't apply for a job stocking shelves at Food Lion without a computer, it's vital."*

The most used Internet services echoed those observed in other states, and they were reported with great enthusiasm. The director of a new suburban library said, *"When we open, it's a flood of humanity heading upstairs to computers. For many customers it's a lifeline to the world."* The library opened two years ago and sees 1,500 people every day. Another director defended the popularity of computer use for social networking, chat and gaming saying, *"People must have access to all electronic information. . . . If we cut people off from these tools we will be irrelevant. Even gaming skills overlap with other skills."*

◗ *"If you can't apply for a job stocking shelves at Food Lion without a computer, it's vital."*

Older adults use library computers mainly to stay in touch by email, look for jobs, read news, download tax forms, get directions and research personal interests (e.g., health, investments). Younger adults cited social networking via sites like MySpace, BlackPlanet and hi5 as their most frequent activity. While almost all the students use the library's computers for homework, they say they use them more for entertainment.

The libraries are busiest after school, at lunchtime and on weekends.

- **Weekly computer use:** Fifty-three people of various ages and backgrounds who were using computers were interviewed at nine libraries. Most (75 percent) use the library's computers once a week or more. About 28 percent (15) said they use them daily.

Most people said they do not have to wait for a computer. About one-third (18) said they sometimes wait, usually less than 15 minutes.

Fewer than half (24) of the library users interviewed own their own computer, and less than 30 percent (14) have Internet access at home. As is true generally, African Americans living in poorer communities and senior citizens were least likely to have computers at home. At one urban library, six of seven people interviewed did not own a computer. The one person who had a computer could not afford Internet access.

At libraries serving more affluent communities, about two-thirds of the users interviewed (14 of 19) said they have computers at home. Their reasons for using the library included lack of Internet access or a printer at home or a broken computer. Some said they want to get out of the house or they like the library environment.

- **The teaching role:** There is a great emphasis on teaching basic computer skills. Most libraries provide classes and one-on-one training, and some go beyond basics with classes in word processing, Internet research, email, Excel, blogging, etc. In six months, one urban library offered 108 classes, with 836 attendees. They also rent out their computer lab and conduct classes in partnership with local organizations. Another library has a Teen Tech program, with high school students volunteering to help people learn to use computers.

At libraries that offer computer classes, most of the people using the computers (90 percent) said they were not aware of the classes.

- **User satisfaction:** Not surprisingly, people using computers at libraries with more and newer computers expressed a high level of satisfaction with their experience. But users at less well-equipped libraries also expressed strong satisfaction. Few had suggestions, but those who did most frequently mentioned needing more/faster computers, scanners and more quiet space. Teens were more likely to make suggestions or have concerns about filters.

Impact on Staff

Great expectations. The reaction of staff to new technology was mostly positive, but front-line staff were candid about the challenges they face. *"The dam broke. People expect answers faster. And the breadth of questions we get about technology is huge. People see the library as cutting-edge, and it is really hard to keep up with it all."*

Staff reported that it was hard to stay current with new technology offerings, and a lot of training happens on-the-job. Other training takes place through the State Library and community colleges.

There is also the challenge of educating county workers about library IT services. "We sometimes get the county IT department to help. They consider us problem children. They don't understand the library's role."

Advocating Support for IT Services

Advocacy is alive and thrives in North Carolina libraries: Library directors and board members interviewed are very active in their communities. They join the local chambers of commerce, build community partnerships, host events for local government officials, and are perceived locally as ahead of the curve in technology. A city manager said, *"The library director is effective at getting revenue. The community respects the library and its director. Library service is very important."*

One director said, *"If I didn't have an advocacy plan, I'd be up a creek. I've taught myself. I've taken time away from other things to do community relations and marketing."* She encourages staff to be active mentors, providing excellent customer service focused on new technology as well as traditional services. They have built an activist board. *"The library focuses on three messages: community building, economic development and education. When the board talks about technology, they focus on showing how it supports all three of these fundamental activities of the library."*

Several library trustees mentioned that they work very hard to educate county commissioners. They get involved, attend commission meetings and make sure that libraries stay on the agenda. These libraries also have current or former county officials on their boards.

PENNSYLVANIA CASE STUDY

The challenges to libraries posed by technology are magnified in Pennsylvania, where there are many small association libraries. These libraries rely heavily on state funding and private fundraising. Pennsylvania ranks 4th in state operating revenue per capita support for libraries, 44th in local support and 10th in "other" funding.

Many libraries are struggling to meet increased demand for service, especially computing services, with local funding that is often tenuous. Declines in mining, manufacturing and agriculture have taken their toll on the state's economy, and many local officials are reluctant to raise taxes. Local funding is not mandated, and some communities do not contribute support to the library. Only one of six libraries visited had received an increase in operating funds in recent years. Some librarians noted that a number of libraries are still recovering from a major cut in state funding in 2003. Some have had to decline matching grants, and one very small library turned down a donation of two computers because there was no room for them.

District library centers, funded by the state, play a critical role in delivering technology services. These centers, generally based at a county library, provide hardware, software and technical support for member libraries. While appreciative, library directors interviewed reported that the district libraries are not able to fully meet their needs. Many directors reported computers that slow down or crash during peak periods, generally after school. Some expressed frustration with long wait times for equipment and technical assistance, as well as a lack of control over network systems administered by the district centers. They also noted that increased use of interlibrary loan due to online reservations is adding to staff workloads.

Troubleshooting computers and assisting people without computer experience is especially burdensome for small libraries that report they have neither the time nor money to send staff for technology training. Library directors agree that computers have attracted many new people to the library—especially men, young adults and low-income people who cannot afford computers or Internet access. Setting up email accounts and help filling out job applications are among the most popular services being requested. Most of these libraries offer no computer training classes. The directors' biggest wish: computer labs with expert staff to teach both the public and their staffs.

A bright spot is the eiNetwork, a cooperative network of libraries (all types) in Allegheny County (www.einetwork.net). The system is able to provide a high level of bandwidth and IT staffing thanks to a system of funding that includes a 1 percent county sales tax, as well as state funding and private support. The system has benefited from active advocacy by trustees and administrators of member libraries.

Overview: Governance and Statistical Information

Pennsylvania has 458 public libraries with 635 physical library locations and 35 bookmobiles to serve roughly 12 million residents. Pennsylvania's public libraries are organized primarily as association libraries (85.2 percent). The rest (14.8 percent) are organized in other ways, including combined public/school libraries.[20]

In FY2005 (the most recent year for which national statistics are available), Pennsylvania's public libraries recorded more than 43.4 million visits; answered more than 8 million reference questions; and circulated more than 63.6 million items (e.g., books, films, sound recordings, audiobooks). Pennsylvania's public libraries borrowed or loaned an additional 4 million items on behalf of residents, who are served by 4,656 employees. Of these employees, 1,019 hold a master's degree in library and information science (MLIS), and 1,488 work as librarians but do not hold a master's degree.

Pennsylvania's public libraries are predominantly single-building libraries (87 percent) and average 7,077 square feet. Thirteen percent of Pennsylvania's public libraries are multi-outlet (having a central library

20. National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2007. http://nces.ed.gov/pubs2008/2008301.pdf.

and branch libraries); the average size of the central libraries is 24,780 square feet, and the branch libraries is 6,065 square feet. In a largely rural state, 91 percent of Pennsylvania's public libraries serve communities with fewer than 50,000 residents; 42.6 percent serve communities with fewer than 10,000 residents.

Funding Summary

Most (61.5 percent) of Pennsylvania's public library funding comes from local sources (tax dollars). The balance comes from state sources (22.6 percent); other sources (14.7 percent), such as private fundraising, gifts, bequests, fines, and fees; and federal sources (1.1 percent).

Nationally, Pennsylvania ranks 38th in total operating revenue support ($25.51 per capita, compared with $33.87 nationally); 4th in state support ($5.77 per capita); 44th in local support ($15.69 per capita); and 11th in "other." The national average for local support is $27.59 per capita, 43 percent more than in Pennsylvania.

Expenditures by category also fall well below the national averages. Pennsylvania ranks 35th in total operating expenditures ($24.63 spent per capita versus $31.69 nationally); 37th in staff ($15.45 per capita versus $20.87 nationally); and 38th in collections ($3.32 per capita versus $4.18 nationally). The largest percentage (62.7 percent) of library expenditures are spent on staff (salaries, benefits, retirement), with 13.5 percent spent on collections and the remaining 23.8 percent spent on other things, such as programming, building maintenance and utilities, computer hardware, and software.

Capital expenditures totaled more than $37.7 million in FY2005. With 71 percent of Pennsylvania's public libraries reporting zero capital expenditures, 18.3 percent (approximately 84 libraries) reported expenditures under $50,000; 2.4 percent (approximately 11 libraries) reported expenditures between $50,000 and $99,999; and 8.3 percent (approximately 38 libraries) reported expenditures over $100,000.

Connectivity Summary

The Pennsylvania State Library reported that 90 percent of public libraries in the state have an Internet connection that is direct, "always on" and not a dial-up connection. This is provided directly through local telecommunications companies, local school districts, local city/county government, regional telecom networks and regional library telecom networks. However, even with this range of telecom options, Pennsylvania public libraries do not have statewide access to broadband connectivity due to availability and high cost. A lack of local expertise also hinders Pennsylvania's public libraries from gaining broadband Internet access. *"In Pennsylvania, there are many small libraries, most of which do not have IT staff. Those libraries that are not part of a system and those belonging to poorer systems may have difficulty keeping up with and maintaining newer technologies,"* state library staff wrote in response to the 2006–07 *Public Library Funding & Technology Access Study.*[21]

Pennsylvania public libraries rank 24th in the number of public-use Internet computers available per building (11.04) compared with public libraries in other states.[22] Pennsylvania ranks 26th in the number of Internet users as a share of the population at 59.7 percent, compared to 58.7 percent nationwide. Pennsylvania ranks 20th in deployment of computers and Internet use in schools at 5.36.[23]

Summary of Major Challenges

The State Library estimates that as much as 32 percent of Pennsylvania's public libraries may be challenged in achieving stable and successful networked services. The challenges include maintaining and upgrading equipment to respond to patron demand, adequate IT support, and funding. Older computers simply cannot

21. *Libraries Connect Communities: Public Library Funding & Technology Access Study 2006–2007*. Chicago: American Library Association, 2007. http://www.ala.org/ala/ors/plftas/0607report.cfm.
22. National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2007. http://nces.ed.gov/pubs2008/2008301.pdf
23. The Information Technology & Innovation Foundation. 2007 State New Economy Index. http://www.itif.org/index.php?id=30.

support access to more technologically advanced services (e.g., distance learning and Web 2.0 applications). Poor funding only makes this issue more troublesome, as libraries are forced to choose between providing traditional services and those supported by up-to-date technology. In Pennsylvania, there is no level of government that is mandated to fund public libraries, which creates a constant struggle to receive local government funding.

Staff training also is needed. In a predominantly rural state with harsh winter weather, travel for in-person technology training is challenging. Further, finding IT expertise to serve these rural areas is also difficult.

Focus Group Summary

The research team conducted two focus groups in Pennsylvania, one at the Helen Kate Furness Free Library in Wallingford (Delaware County) on September 24, 2007, and one at the Kittanning Community Library in Armstrong County on September 26. Six directors participated in the group on September 24. Staff from five libraries participated on September 26. They included three directors and two IT managers from district systems. Our thanks to everyone who participated and to Bonnie Young at the Office of Commonwealth Libraries for her help in arranging the focus groups. A list of participating libraries can be found in appendix G.

Expenditures and Fiscal Planning

Participants generally agree that the fiscal climate for their libraries is "status quo," even as library use is on the rise. Many of these libraries receive as much or more of their funding from the state as they do from local sources. They also rely heavily on private fundraising (an annual appeal and special events), which along with fines and fees, may provide as much as a third of their annual budgets. There is no formula for local support, and township officials are reluctant to raise property taxes. One library director said local officials were shocked when the library was able to pass a referendum. *"I think they realized we're not going away, and it's what their constituency wants."* While a few directors said they will continue to seek budget increases, most are not optimistic about any near-term increases in funding at either the local or state level.

◗ *"I think the greatest obstacle for the entire county is the fact that while they get grants for the hardware, there's no money available for humans to install, to maintain, to upgrade."*

Most smaller libraries do not have budgets and staff earmarked for technology. They depend on district library centers funded by the state, but participants agreed the district funds are not adequate to meet community needs. It was noted that 250 computers have been sitting at a district center for more than a year because there is no staff available to install them. *"I think the greatest obstacle for the entire county is the fact that while they get grants for the hardware, there's no money available for humans to install, to maintain, to upgrade. So you've got this equipment that just sits there."* Another district library center has a technology budget of about $60,000, which is used to pay for library automation software, databases, hardware and Internet charges for 10 library sites. There are two full-time IT staff. While local libraries may have small ($1,000–$5,000) equipment funds, this money often is used for photocopier, AV and other expenses, that are not necessarily computer-related. *"There's no real money available for the smaller libraries to do any replacements. It's pretty much the upkeep on what they have."*

There is concern about the additional costs posed by a new statewide automation system and matching grants in general. While local libraries will receive $6,000 grants to offset start-up costs, they will be responsible for upkeep after the initial three-year grant period. A director noted that some small libraries have turned down matching grants because they did not feel they could raise the needed match. Others report they do not have adequate space in which to add computers.

Participants indicated that public access technology is not a hard sell, but funding for infrastructure—automation and staffing—is. Several of the libraries have received special support for technology.

One county gave a special $50,000 grant in 2000 for a new automation system. Another community foundation is providing $10,000 for the development of a Web site for four county libraries, only one of which currently has a Web presence. A district system has received donations of used computers from local school systems. Boeing gave $5,000 for computers. Friends groups and private donors have also contributed toward purchases of wireless and computers.

Meeting Patron Technology Needs for Internet Services

Several participants observed that half or more of the people coming into their libraries use computers. There was general agreement that computers bring new people to the library, including many young adults, men, and people who may not be recreational readers. In general, they say computer users span all age groups from young to old, both men and women. They include truck drivers, immigrants and seniors who communicate with family members in far-away places. Several library directors, especially in financially depressed and more rural counties noted that, while some low-income families may own computers, they often cannot afford or do not have access to Internet service.

Participants reported the most frequent uses of library computers are:

- Email
- News and information
- Social networking (Facebook, MySpace)
- Job searches/resumes
- Recreation, including games
- Education
- Genealogy databases and Web sites

One county district library has five computers dedicated to genealogy, six used exclusively by children and three for homework use. Some patrons come in specifically to print out boarding passes, get directions or other routine activities. Some use government Web sites such as Social Security or the Veterans Administration. One library hosts a Dance Dance Revolution Night popular with teens and tweens. Most of these libraries do not offer classes but will provide one-on-one computer training, time permitting. This training is especially popular with seniors. *"I think the most gratifying times are when people come in—usually they're senior citizens and they don't even know what to ask for . . . they're just so happy to be connected, to get an email finally and to know what email is—this mysterious thing."*

All the participants feel strongly that public access technology makes a difference in their communities, especially for low-income people and those who are geographically isolated. One told of a "regular" who found a job in California using the library's computers. Another man finds jobs on cruise ships. Others report positive feedback about the Pennsylvania Power Library (http://www.powerlibrary.org), which provides online access to thousands of full-text magazine articles, newspapers and reference materials for all ages. One recalls helping a woman upload a picture from a disk to the National Missing Children Center. *"Later that day, I saw a poster with the same picture around town in a couple of places. . . . I never heard the final result, but that was kind of like 'OK, this is why you get up and go to work in the morning.'"*

The slowness of Internet access is the most common complaint library staff report receiving from patrons.

Impact on Staff

Focus group participants report that library staff are increasingly frustrated and embarrassed by slow Internet connections and network systems they cannot control. *"The network right now is so slow that a computer crashes almost daily. It's nothing to do with the hardware itself, although the hardware is old. Everything is at least five years old for the public—unless it's been replaced, and it's probably been replaced with a reconditioned CPU."*

Audiobooks and sites such as YouTube are not used much because they take too long to download. Participants said the solution—fiber optic broadband—is too expensive for most library budgets. And while

they understand that networks need to be administered centrally, they would like to be able to make quick fixes rather than waiting for district staff and to have more control over things like filters. *"They [the county] never had enough staff to maintain the network, so they literally configured the system to require the least amount of maintenance. . . . Everything is at the server level."*

Another major impact is the increase in resource-sharing generated by online holds. Participants reported that the number of ILL requests has doubled and tripled in the last year, without a corresponding increase in delivery or processing staff. One director said processing has gone *"from a one-person job to include whoever is available."* Teaching people how to place holds online has also added to staff's workload.

While every library has someone who can do basic troubleshooting, focus group participants cite a critical need for more skilled tech support. The participants said spouses, board members and users are sometimes called on to provide help. *"It seems like there's always somebody to step into the brink, but it's a terrible way to run a library."*

Staff development continues to be a challenge with new services being introduced on an ongoing basis. Staff turnover is another factor. Focus group participants said staff need more training to become both competent and comfortable in the use of computing and telecommunications. Participants noted that many people who volunteer their time or are willing to work for low salaries are older and not tech-savvy. While the state library and district library centers offer some classes, small libraries with only one or two staff find it difficult to send someone to a class.

Having the time to anticipate trends is another area of concern. Participants said they rely on professional reading, conferences and personal observation to keep current. *"When McDonald's has wireless, you know, you had better get on the wireless bandwagon."*

Participants noted that much of the work with computers is time intensive (e.g., sitting down and showing someone how to sign up for email), but it is not reflected in use statistics. One director of a small library that still does not have time management software said monitoring time limits is *"the single most time-consuming staff function."* She lost a reference librarian who said she did not want to spend her time being a gatekeeper.

Advocating Support for IT Services

As has been commonly reported in this study's other focus groups, these focus group participants say that their trustees are more active in advocating for funding for a new building or operating funds, than specifically for technology. One of the larger systems, however, reported a higher level of involvement. The director said its trustees are active in attending township meetings and reporting on what the library has accomplished, such as wireless access. Several said they have township, county or school officials who serve on their boards or have a liaison role. All agreed that such exchange is a good thing. *"They need to know what's going on. It's their money we're spending. And they have to keep account of what we are doing with it."*

Several directors indicated that their trustees are not active advocates, especially for technology. Nor do they feel that they or their trustees have time to be out in the community. One director said she plans to demonstrate the library's Web site to her board members. *"I know there are board members—including our board president—who have no clue what our Web site looks like and what's on it."* One board member has been a trustee for 50 years. Another said, *"I know that they get their opinion out there—but there are so many voices, and our boards work full-time and they're very busy people."* One librarian who works full-time, attends college and has two young children, explained that she simply doesn't have time to attend community meetings, especially in the evening.

One director said her library has made an effort to publicize the availability of wireless at meetings of community groups and county supervisors to let them know that *"we're not the library of 25 years ago."*

Biggest IT Needs

> **"I would shudder to say there are still rural libraries in Pennsylvania that use a 56k dial-up. I'm sure there are still some using technology that should've been phased out 10 years ago."**

The top needs that participants cite are more and better computers with faster connections—ideally, a separate computer lab, along with skilled IT staff to manage, monitor and teach technology to staff and the public.

There also is talk of regional technology consortiums that could encompass more than one county and be more cost-effective than the current system. Some participants note that this would be cooperation on a scale that most libraries in Pennsylvania have not been comfortable with in the past. Currently not all counties even have systems. "*There is no better way to distribute technology than under one central administrative umbrella. . . . At some point, they have to stop saying, 'You, me, she, he,' and it has to become 'They and us.'*"

Site Visit Summary

The project team visited five libraries that serve populations ranging from about 5,000 to 85,000. These site visits included interviews with library staff members, library patrons, trustees and community leaders. The team also met with representatives of the Carnegie Library of Pittsburgh and the eiNetwork, which has enjoyed great success in funding and administering technology. The director of a district library was interviewed by phone. A complete list of libraries visited can be found in appendix G. The findings are summarized by broad themes.

Expenditures and Fiscal Planning

- **Library use is going up; budgets are not:** This finding continues a pattern reported in our study last year. All libraries reported increased use, especially of computers, but only one reported an increase in funding. As is typical in Pennsylvania, these libraries depend heavily on funding from the state and private fundraising. Support from local government, many of which are fiscally challenged, cannot be assumed. *"Sometimes it's what they have left from the previous year . . . You pray a lot."* Only one library visited receives a dedicated millage (property tax funding) from two boroughs. While most directors reported their libraries' funding has been stable, they also said it is not enough, especially for technology. *"Every library needs more money. We're competing more than in the past."* Another director said, *"Our local government supports us at a high level, but there isn't enough money for what you'd like to see for a service that serves the entire community and state."*
- **Libraries struggle to support technology:** Almost all of the libraries depend heavily on district library centers, funded by the state, to plan, purchase and maintain technology. Except for two larger and more affluent libraries, the libraries have small ($5,000 or less) budgets for technology. Everyone agreed the district libraries are not funded to meet public demand, and small libraries especially struggle to stay current with technology and technology applications. One library director said his IT department has a coordinator and four full-time assistants (two of the positions are vacant) to maintain 500 computers at 30 locations. None of the member libraries have technical staff, although one is about to hire someone. Recruitment is difficult because of the low salaries offered. The district library director said skilled IT people want more money than he is making. One director of a small library (with a master's degree) said she makes $20,000 per year.

Two libraries have received funding for technology in addition to that from the original Gates grants in 2001. One was able to replace seven computers with grants from a local corporation and foundation.

Another used state Library Service Technology Act (LSTA) funds to install wireless and upgrade computers. *"Usually there's money for equipment. It's the ongoing costs—buying more bandwidth and staffing—that are tough."*

- **Cooperation pays:** A notable exception to the technology funding struggles is Allegheny County, where almost every library belongs to the eiNetwork (Electronic Information Network). Launched in 1996, the eiNetwork provides a high-speed network and technical support for close to 2,000 PCs. Members enjoy a high level of technology support with funding coming from a combination of public and private sources, including a 1 percent sales tax, corporate and foundation grants, and state funding administered by a Regional Asset District. While these funds also are used to support parks, arts and educational programs, libraries are the biggest beneficiary. Bandwidth has increased every year. Every library has a T1 line, and fiber optics are being phased in over time.

Meeting Patron Technology Needs for Internet Services

- **Library technology is critical in economically depressed communities:** Residents in these areas are heavy computer users. They use the technology to connect with friends and family, to seek employment, keep up with the news, and access government agencies such as Social Security or the Veterans Administration. Students depend on the library for homework and as a source of entertainment. "*This is the only place they can come. They might be able to afford a computer but not the software or Internet connections."* Several staff note that "regulars" spend more time online and are more likely to engage in social networking and gaming activities. Others come to the library to accomplish specific tasks related to life maintenance (e.g., shop online, fill out a job application, send email to family and friends). Two libraries reported high use of the language learning software, as well as use of genealogy Web sites and databases.

◗ *"They might be able to afford a computer but not the software or Internet connections."*

- **Technology has expanded the library's role as a community center:** As reported previously, public access technology has brought in many new people, especially men, young adults, less affluent people and nonreaders who may surf the Web, bring their child to a program or borrow DVDs, but aren't interested in books. Library staff in these communities noted that while use may peak after school when students arrive, computers are used heavily throughout the day by people of all ages. They also note that many seniors are logging onto library computers in increasing numbers.
- **Library users are satisfied with technology:** Overall, library patrons expressed satisfaction with library services. A possible explanation is that many library users have little experience with computers and don't fully understand their potential (e.g., they are not aware of things like downloadable books or movies). Some appreciate that the library's Internet connections—while not the fastest—are often faster than what is available at home. The fact that the service is free may also outweigh inconveniences such as waiting times or slow connections. Said one staff member: "*Most of the public doesn't know what we don't have. They're more surprised by what we do have."* Users offered few suggestions. They were generally for more time/more computers. Even at a library that had been having server problems for two weeks, users say their overall experience was good. But one added: *"I'm paying taxes for this. It's like paying for roads. I should be able to complain if it's not working. I can't see it taking two weeks to fix."*

Impact on Staff

- **Staff are generally more frustrated with technology than the public:** Their biggest concerns are systems that are too slow; not enough IT support; lack of training opportunities; outdated; and an

insufficient number of computers. *"In most libraries you're stumbling along, trying to keep things going. We teach ourselves, and we try to help each other. It should be easier."* One director said she had lost six reference librarians who said technology made their jobs too stressful. Another said that when a hard drive crashes or someone steals the trackball from a mouse, it can take a week for the district's IT person to fix them. *"It comes down to me. I'm learning as I go along."*

- **Technology takes time—and saves time**: Staff say they spend a significant amount of time—25 to 60 percent—assisting the public, but less than before. *"The public is more computer savvy."* They say computers make getting information faster and facilitate interlibrary loan. It also makes circulation and reporting of library statistics easier. One director said she now produces all of the library's publicity flyers in-house and puts the money she saves into programming for teens. She is also able to communicate on a regular basis with teachers via email. An assistant director said, *"It's changed how we serve and how we think."* He said the library is turning its Web site into an e-branch.
- **Training is still an issue:** The directors say most of their staffs are reasonably confident and competent in dealing with technology, but that staying current is an ongoing challenge. Small libraries don't have IT specialists who can teach other staff. Nor can staff get away easily to attend workshops. Ideally, they would like training close to home that is customized for their library.

Advocating Support for IT Services

"They're (public officials) not against the library. It's just sometimes they'd rather put in a baseball field."

- **Libraries need to do a better job of telling their story—both to the public and to public officials:** Both library staff and trustees agree they could do more to tell their story, especially when it comes to technology. As was true in previous site visits for this study, trustees are most active as advocates for more operating funds or a new building. One director said she and her colleagues don't ask enough. *"Sometimes that's all it takes. But you have to keep greasing the wheel."* Another said, *"Educating the township officers is an uphill battle. One township supervisor says he doesn't read. A lot of them are older farmers who don't use computers."* The director of a district library said he thinks most library directors are overwhelmed and short-staffed. *"They're just so busy doing the day-to-day activities, they can't do one more thing."* He said library directors in general need to get out into the community more. *"It's the same 100 people who get things done. You need to get to know those 100 people."*
- **Who's on the board matters:** Two libraries with a higher level of support from their communities have well-connected members of the community on their boards, including representatives of local schools, business and government. One director said, *"The library matters to them. They get very involved."* A trustee from another smaller library said her board doesn't attract the kind of person who will be aggressive in seeking support. One director noted, *"You need to find people who are going to the cocktail parties that politicians attend*."
- **Start by educating the board.** The Office of Commonwealth Libraries has published a trustee manual[24] with a section on advocacy, and several directors and trustees mentioned using it. One director said her board *"is beginning to see the need for more advocacy but they haven't gotten organized to do it in a systematic way."* Several trustees said they did not know much about technology. In Allegheny County, where funding for technology has been a priority, it was noted that board members are more active than they used to be and have enjoyed success. *"Technology is a relatively easy sell. You can show the benefits, especially when you focus on people."*

24. Office of Commonwealth Libraries. *Training Resource Kit for Public Library Trustees*. http://www.statelibrary.state.pa.us/libraries/lib/libraries/TrusteeToolkit.pdf.

VIRGINIA CASE STUDY

Most Virginia public libraries visited have enjoyed stable or growing budgets in recent years thanks to a strong state economy fueled by government, tourism and the military. Property values have been generally high with pockets of poverty scattered throughout the state. As is typical, these Virginia libraries receive most of their budgets (87.5 percent) from local sources, and the state ranks in the top one-fourth of the nation in terms of per-capita operating revenue in most categories.[25] A 2005 report commissioned by the Virginia State Library, however, drew attention to the wide variation ($8.25 to $136.72 per capita) in operating revenue across the state and raised concerns about the equity of library and information services offered across the Commonwealth.[26]

However, FY2008 could mark the beginning of a change for the state. State funding was cut 4 percent midyear, and a further state cut is expected in the current fiscal year. Several library directors also forecast flat or decreased budgets as local communities are affected by the mortgage crisis and an economic slowdown verging on recession. An amendment to the state constitution is pending that would allow localities to lower property taxes by 20 percent. The state General Assembly must pass the amendment again in 2008 before it goes to voters.

Unlike other states visited as part of this 2007–2008 study, there are no district library centers or regional consortia specifically charged with technology support for member libraries. Most libraries supplement their technology budgets with private gifts, endowments and fundraising. Most have new or relatively new equipment, hardware replacement plans and wireless access, or plans that will add wireless in the coming year.

Despite the libraries' seeming prosperity, there is general agreement that more is needed to meet the demand: more computers, more staff (to maintain, repair and teach technology skills) and more bandwidth. Needs such as a computer lab and dedicated IT staff rank highest with staff of small libraries, many of whom would like to expand their libraries' teaching capacity. Bandwidth is an issue for libraries of all sizes.

Virginia's public libraries continue to play a critical role in bridging the digital divide**.** Only one-third of 95 library computer users interviewed said they have Internet access at home. As seen elsewhere, a dominant use of computers is for communication. Older adults generally use email, while teens and younger adults prefer social networking sites, such as MySpace and BlackPlanet. Employment and e-government were cited as the fastest growing areas of use. Staff at these Virginia libraries were particularly enthusiastic about their role in teaching the public to use technology. While not every library offers classes, all provide one-on-one computer training, either informally or by appointment.

The library directors and trustees interviewed take a proactive approach to advocacy. Success stories include the board and Friends group who convinced the city to increase its support for an under-funded urban library by $1 million over four years. Similar to findings from other states, library boards with liaison relationships with local governments and schools enjoy a higher level of public support.

Overview: Governance and Statistical Information

Virginia has 91 public libraries with 343 physical buildings and 30 bookmobiles to serve 7.4 million residents. Virginia's public libraries are primarily organized as county libraries (40.7 percent), as municipal government libraries (25.3 percent) and as multi-jurisdictional libraries (25.3 percent). Another 8.8 percent are organized as nonprofit association or agency libraries.[27]

25. National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2007. http://nces.ed.gov/pubsearch/pubsinfo.asp?pubid=2008301.
26. Himmel and Wilson. *Inventing the Future of Library Service in Virginia*. 2005. http://www.vpl.lib.va.us/hwstudy/report/index.asp.
27. National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES,

In FY2005, (the most recent year for which national statistics are available) Virginia's public libraries reported that they served more than 33.3 million visitors; answered more than 7.6 million reference questions; and circulated more than 62.6 million items (e.g., books, films, sound recordings, audiobooks). Virginia public libraries borrowed or loaned an additional 208,000 items on behalf of its residents, who are served by 3,591 employees. Of these employees, 827 hold a master's degree in library and information science (MLIS), and another 159 work as librarians but do not hold a master's degree.

Sixty-eight (68) percent of Virginia's libraries are multiple-outlet libraries (a central library with branch libraries) averaging from 8,670 square feet (branch libraries) to 26,961 square feet (central libraries). Another 32 percent are single-building libraries with an average of 11,590 square feet.

Funding Summary

Most (87.5 percent) of Virginia's public library funding comes from local sources (tax dollars). The balance comes from state sources (7 percent); other sources (5.2 percent) such as private fundraising, gifts, bequests, fines and fees; and federal sources (0.3 percent).

Nationally, Virginia ranks 24th in total operating revenue support; 15th in state support; 23rd in local support; and 36th in "other." Virginia is near the national average for local operating revenue at $27.24, compared with the U.S. average of $27.59.

Virginia ranks 22nd in total operating expenditures ($30.85 spent per capita); 21st in staffing ($20.70); and 28th in collections ($4.08). The largest percentage of operating expenditures are used for staff costs (salaries, benefits, retirement), with 13.2 percent spent on collections, and the remaining 19.7 percent spent for other things, such as programming, building maintenance and utilities, computer hardware and software.

In FY2005, Virginia public libraries spent more than $10.9 million on capital expenditures (e.g., building repairs, renovations, new buildings). While 64.8 percent of the libraries had no capital expenditures, the largest single majority was in the $100,000 or more (15.4 percent) range. Approximately 12 percent of libraries spent less than $50,000, and another 7.7 percent spent between $50,000 and $99,999 on capital improvements.

Connectivity Summary

Between 76 and 90 percent of Virginia's public libraries have direct, "always on" broadband Internet connectivity provided directly through a local telecommunications company, local school districts, local city/county government, and regional telecommunications networks.[28] However, broadband connectivity is not available throughout all of Virginia, there are many telecommunications companies, and broadband connectivity costs are high.

"We pay $350 to $850 per location per month (for T1 access). Unfortunately, it is still not fast enough to provide the kind of access people want," said one library director.

Of the 300-plus public library buildings in Virginia, 16 remain on 56K dialup. Three library systems had no Web presence at all as of spring 2007. Of those with Web sites, seven do not have Web-accessible catalogs. Many branch libraries lack sufficient bandwidth to support services currently offered and must think carefully before adding new services.

Virginia's public libraries rank 13th in the number of public-use Internet computers per building (12.36) compared with public libraries in other states.[29] Virginia ranks 18th in the number of Internet users as a share of the population at 63.6 percent, compared to 58.7 percent nationwide, and ranks ninth in the deployment of computers and Internet use in schools.[30]

2007. http://nces.ed.gov/pubsearch/pubsinfo.asp?pubid=2008301.

28. *Libraries Connect Communities: Public Library Funding & Technology Access Study 2006–2007*. Chicago: American Library Association, 2007. http://www.ala.org/ala/ors/plftas/0607report.cfm.
29. National Center for Education Statistics. *Public Libraries in the United States: Fiscal Year 2005*. (NCES 2008-301). Washington, DC: NCES, 2007. http://nces.ed.gov/pubsearch/pubsinfo.asp?pubid=2008301.
30. The Information Technology & Innovation Foundation. *2007 State New Economy Index*. http://www.itif.org/index.php?id=30.

In March 2007, the Virginia governor signed legislation requiring the state's public libraries to install Internet filters to block child pornography, obscenity and materials deemed harmful to minors. A person authorized by the library board shall disable or otherwise bypass the technology protection measure required by this section at the request of a patron to enable access for bona fide research or other lawful purposes.[31]

Summary of Major Challenges

The two most significant challenges for Virginia's public libraries are maintaining and expanding staff skills and knowledge with technology, and obtaining funding to replace and maintain IT.

The State Library estimates that 40 of Virginia's public libraries have no dedicated library IT staff. Without adequate staff with technology skills, these libraries are unable to effectively plan for improving and maintaining adequate IT services for their libraries and the residents they serve.

The inability to fund replacement costs for IT is a serious issue, and the impact of aging computers remains an issue for 40 percent of Virginia's public libraries.

Focus Group Summary

The research team conducted two focus groups with a total of eight participants on February 19, 2008, at the North Park branch of the Henrico Public Library in Richmond. The groups included staff from regional, non-profit association, municipal and county libraries with budgets ranging from about $150,000 to several million dollars. The director of another regional library submitted responses in writing. Our thanks again to the participants, to branch manager Louise Perry, and to Carol Adams at the Virginia State Library for their assistance. A list of focus group participants can be found in appendix H.

Expenditures and Fiscal Planning

Unlike many states, most Virginia focus group participants report stable or growing levels of local support. Local economies, driven by increasing property values and tourism dollars, have been strong, and more than half of respondents reported budget increases have kept pace or exceeded the cost of living. They expect the increases to come to an end, however, if the economy continues to decline. *"We are going to have at least two to four years of rather tough times before it picks up again."*

Unlike New York and Pennsylvania, library staff said technology is funded and administered primarily at the local level. Their libraries receive most (40–80 percent) of their budgets from local governments. One library is scheduled to receive $7.3 million for technology and other improvements as part of a special city modernization fund, and another library that is able to carry funds from year to year has built up a reserve that it uses for capital improvements, including technology.

Association libraries report relying heavily (as much as 35 percent) on private fundraising, and the funds they receive from local governments are considered grants or gifts. While the state aid formula requires that local communities maintain a certain funding commitment, increases are not required. One library hopes to upgrade to a T1 line, and another said her goal *"is not to be embarrassed"* by the library's technology. The Friends group at one of the small libraries recently gave $6,000 to upgrade the library's computers. *("Before that it was little sacrifices every morning to the computer gods.")* Another recently established a foundation with about $600,000 in bequests that will mostly go toward technology.

Five of nine libraries reported having at least one dedicated IT staff person. Another expects to add a full-time IT staff member in the coming year. One library has dedicated staff and receives technical support from the city. More than one participant noted city or county IT support can be a challenge, as well as a benefit, as these non-library staff often do not understand the realities of computing in a public environment like the library. One library was able to hire dedicated IT staff as a result of a building referendum that included half a million dollars for technology and operating expenses. Smaller libraries report a dual

31. Code of Virginia 42.1-36.1. http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+42.1-36.1.

lack—not only because there are no dedicated library IT staff, but there is no city or county IT department at all. These libraries are more likely to outsource IT support.

There are no district library centers or regional systems with a specific technology focus, as in Pennsylvania, New York and North Carolina. While some libraries have engaged in joint purchasing, participants reported state and local procurement rules often make this difficult.

Focus group participants report that one of the biggest barriers they face in obtaining funding from local government is a lack of understanding about computing in a public arena *"The administration is thinking, 'Well, we just bought you computers last year. What's your problem?"* and what appears to be a universal reluctance to add staff. *"They don't want more employees. That terrifies them. It's one more person they're going to have to buy insurance for and pay a pension to."*

Meeting Patron Needs for Technology

> **"The digital divide is alive and well in our areas. We serve urban and very rural areas. They either cannot afford high speed or (service providers) do not go there."**

Communication—whether by email or social networking sites such as MySpace, Facebook or BlackPlanet—was cited as a leading reason people use computers at libraries. Email, in particular, is essential for job seekers and especially popular with foreign students who work in the tourism industry. *"We have maybe 20 languages spoken in the library in an average day, and they're using the Internet all the time."* The communication function was followed by the 4 E's and a variety of life maintenance tasks:

- Employment
- e-government
- Education (e.g., online classes, homework)
- Entertainment (e.g., games, movies, Web surfing)
- Routine tasks (e.g., shopping, banking, news, maps and travel information)

"Jobs. Jobs. Jobs" is how one director summarizes computer use at her library. There is unanimous agreement that preparing resumes, checking job ads and submitting job applications is a big—and still growing—category of use, as is e-government. Several participants report that schools, senior centers and, increasingly, state agencies direct people to libraries if they do not have Internet access at home. The Virginia Department of Revenue has stopped printing tax forms. The Virginia Employment Services closed several satellite offices with computers and posted notices directing people to their local libraries with no advance notice. *"I think every agency that says, 'Go to your public library' has to buy me a computer,"* one director joked. Another focus group participant describes spending most of one day helping a woman re-establish her disability payments after the patron's daughter recommend she go to the library for help. *"You can't look for a job. You can no longer go to the Virginia employment office. You have to do it online. And that's what I did all day Tuesday."*

Participants noted that virtually all college classes make use of email, chat groups and Blackboard to post assignments online. Although all the libraries have time limits, the directors said students are allowed extra time if needed. They noted that many students, especially at community colleges, depend on the library's computers. Some are the first generation in their family to attend college. *"It's a tremendous, tremendous help . . . they need the high speed because you've got to send all this stuff back and forth."*

Focus group participants said computer training continues to be in demand, especially by job seekers, many of whom have no computer experience.

Impact on Staff

Keeping staff IT skills current is again cited as an ongoing challenge, especially for the smaller libraries. Several focus group participants praised the early computer training offered to library staff by the

Bill and Melinda Gates Foundation, and said more is needed. One director noted that staff may receive training, but if they are not called on to use it, will soon forget. She sometimes gives "homework" assignments to help keep her staff up to speed and affirmed, *"It's got to be my job to remember, or we're all going to forget."*

As in previous groups, some note that public expectations of technology have greatly increased, which can be troublesome for some staff. *"They (staff) don't want to put themselves in the position of having somebody asking questions they don't know the answer to."* One director said training is critical and budgets as much for training and travel as he does for hardware and software—$45,000. Another director, noting that his staff is not always quick to try new technology, said he offered a drawing for an iPod for anyone who used the staff intranet during a two-week period. *"And what do you know? Everybody started using the intranet."* Continuing education includes conferences, mentoring front-line staff by dedicated library IT staff, and community college classes.

On the other hand, two library directors reported a need to keep young staff—both in IT and front-line librarians—engaged and challenged. One observed that IT staff is often eager to try things that are not necessarily appropriate or financially feasible for the library. Several libraries are working on more interactive online services, including blogs and online book reviews. Another, noting a decline in "traditional" reference questions, said he has tried to diversify the work of the reference staff to include content development for the library Web site, in order to keep them interested and productive.

Advocating Support for IT Services

Focus group participants consider their library boards (all governing) to be active advocates, although less so for technology. This finding has been mostly consistent throughout site visits in all four states in 2007–2008. They also agree that the best advocates are library users who will testify on the library's behalf—either in person or via letters. One director said, *"We don't get (county funding) unless we scream. And my way of doing that is by having patrons there who say, 'I can't do without this.'"* Others said it helps to have a success story. The director whose library passed a referendum for a new, high-tech building said, *"Now all the supervisors want their own area library."*

While most community partnerships are not focused around technology, focus group participants provided several examples of how they build and leverage local relationships to improve technology access. A more affluent library leverages its equipment and staff skills to host the Web sites of local non-profits. *"What we get back is a deeper appreciation for the library. You can't put a price on that."* Community groups sometimes conduct computer training at another library. One director has just initiated a technology committee with community representatives that will develop a technology plan tied into the library's mission and with priorities for implementation. *"The better the plan that we have, the easier it's going to be for us to sell this to the county government as an essential component."* One library has free Internet service provided by local schools until a change of administration. Support for technology comes mainly from Friends groups or private fundraising.

For advocacy to work, focus group participants say there must be a library director who commands trust and respect from the local community. The library also needs to share its successes, as well as its needs. One director noted that it is important to know the culture of your funding body—what issues are important to them and what *not* to say. Recruiting and cultivating a champion on the city council or county board of supervisors is frequently cited as a tactic for success.

Biggest IT Needs

Directors of one large and two small libraries cited more bandwidth and two cited IT staff as their greatest need. Directors of two regional libraries said their libraries were "maxed out" and need more space—both for computers and in general. Another cited training for both staff and the public. Everyone agreed with a director who said he would like more affordable and user-friendly hardware and software, especially databases.

Site visit summary

The project team visited 10 libraries serving rural, suburban and urban populations in eastern Virginia. These site visits included interviews with about 50 library staff members (some in groups), 95 library patrons and six trustees (some responses were submitted in writing). A complete list of libraries visited can be found in appendix H. The findings are summarized by broad themes.

Expenditures and Fiscal Planning

- **Nice while it lasted:** Most libraries visited have benefited from a strong real estate market in recent years. Even the directors of small libraries serving high poverty areas said their funding increased substantially, although in one case, the budget is still lower than a few years ago. These directors said they and their boards have become more aggressive about seeking support, particularly for technology—sometimes at the expense of the collections budget. One revitalized Friends group raised $10,000 last year to replace computers dating back to 2001. A community group donated a computer lab at another small library. Several have established foundations to do fundraising.

Most of the libraries visited have new or relatively new equipment and PC replacement plans. One city library recently completed a two-year technology initiative that tripled the number of computers available in the branches—from 10 to 30—after interviews with library users uncovered that the single greatest service issue was the limited number of computers and time available to use them. *"I heard the same thing in every community—I always have to wait for a computer. I wait a long time. We had to bite the bullet and figure out what libraries would be like with 30 computers. Usage has gone up dramatically. Now the hardest thing for staff is that they are busy from when they open at 10 a.m. to close at 8 p.m."*

While there were a few reports of computers being out of order for up to two weeks, most said library or IT staff could quickly fix most problems. Almost all of the libraries provide wireless access or plan to add it in the coming year.

The library directors interviewed said they expect to feel the downturn in the economy in the coming year. One large library had to cut 7 percent in the current year's budget and anticipates another cut because the city reduced its property assessments. The cut was absorbed in the materials budget and a cut at one of the branches. Directors also noted a 4 percent midyear cut in state funding, with an expectation for an additional .5 percent cut in the current fiscal year. A proposed amendment to the state's constitution that would allow localities to lower property taxes up to 20 percent is before the General Assembly, who must pass the amendment for a second time before it goes to voters. "*It will be a very bumpy ride over the next few years for everyone—not just libraries."*

- **Greater Needs:** Despite their libraries' seeming prosperity, staff again agreed that more is needed: More computers, more staff (to maintain, repair and teach technology) and more bandwidth *"The last time we added bandwidth, it was full by the end of the day."* Things like a computer lab and dedicated IT staff rank high with staff of small libraries, many of whom would like to expand their libraries' teaching capacity. *"There's a lot we could do with technology to draw patrons in, but we can't maintain the technology and train people."*

Directors of some larger libraries note that their need for more space and staff, in general, is greater than their need for more computers. The head of a newly constructed city branch said she would like more software and equipment like digital cameras. *"We have more ideas than money."* The IT director for a city library that has T1 lines places improved bandwidth at the top of his list, noting, *"The trend over the past two or three years is away from the text to audio/video and interactive use. Two years ago it was reported in a science journal that they had discovered a new species of woodpecker in Arkansas. There wasn't just text, but video of the bird flying and a recording of the sound it made. That's where everything is going."*

Meeting Patron Technology Needs

- **Waiting to compute:** Only 19 percent of those interviewed say they had to wait recently—usually for less than 15 minutes. Participants report longer and more frequent waits at smaller urban and rural libraries during after school hours and on weekends. Libraries in high tourism areas noted there are more waits between May and November when more travelers and service industry workers (many of them students from abroad) come to the library to use email. One library staff member reported waits of up to two days.
- **Top uses:** The most cited use of library computers is email, especially popular with military families and seniors. Preparing resumes and seeking jobs online (which also demands email use and access) is another major category of use. Library staff reports that a growing number of businesses and government agencies are driving people into libraries—to fill out job applications, file taxes, apply for unemployment, take driver's tests or pay fines. Many of these library patrons have no previous computer experience. For the first time, staff reported that probation officers require their clients to go to the library and apply for unemployment.

Young adults said they use computers to connect with friends via social networking sites such as MySpace, for entertainment (games, music, movies), and for school and other informational needs. Older adults say they use computers for a variety of life maintenance activities, e.g., reading newspapers, banking, paying bills, looking for a house, shopping and researching personal interests such as health, sports and cars.

Many staff noted intense computer use by college students, and most libraries will proctor tests these students take for their coursework. At the grammar and high school level, PowerPoint is often used for class assignments, as well as library databases.

◗ *"If people had no computer at home, they were sent to the library."*

As found in the site visits to other states, library computer users report a high level of satisfaction. Technology requests include color printing, scanners and the ability to burn CDs. About two-thirds said they use library computers once a week or more. One library also noted the high use of its online catalog and big increases in the number of holds placed on items—"*It's like Netflix or Amazon.com."* Wireless access is widely used in most libraries the research team visited.

- **Libraries play a critical role in bridging the digital divide:** This key finding is again reinforced, with many library staff describing school children, job seekers and college students as the prime beneficiaries. *"The city depends on us for two initiatives: They only accept jobs online, and they started an e-learning initiative one year ago. If people had no computer at home, they were sent to the library."*

Only one-third of 95 people interviewed said they have Internet access at home. At one urban library, nine of 10 people did not own a computer. Other than school or work, these library users said there is no other place for them to use computers for free. A reference librarian observed, "*There is a whole group of people, which if the library weren't here, would have no place to use computers. We provide a necessary service and can help them with continuing education, jobs, word processing."* Another said: *"We used to think the pencil was a tool. Now computers are like pencils. You have to have them to function in school."*

◗ *"We used to think the pencil was a tool. Now computers are like pencils. You have to have them to function in school."*

Members of the public agree. A nursing student told us that, "Not everyone has access to a computer. It doesn't mean they shouldn't be able to do research. Everyone should have their fair chance to do anything they want." An elderly African American pointed out that,"It's very important to me. It saves on the phone bill, and I get answers right away."

A fifth-grader whose mother was using a library computer to look for work put it this way, "It's very important. If somebody loses their job, they can come to the library."

- **Filters are a reality:** Virginia has a law requiring libraries to use filters to block child pornography and obscenity. Libraries can select their own filters, and staff interviewed said the filters are generally set at a minimum level. One librarian noted that his library's filter blocks Yahoo! email. Another blocks MySpace because of its inappropriate material. One city took control of the library's filters and increased the setting. *"We had to work with the city to make sure the job applications didn't set off the filter because some of the psych/social work applications talk about working with sex offenders. We also started to have problems with nursing students taking exams on human sexuality. It was quite an educational issue."* A user at that library pointed out that the filter blocks access to the state legislation requiring filters on library computers, as well as some material on some Christian sites.

Impact on Staff

- **Librarians take on IT teaching role:** Library staff interviewed take an active and enthusiastic role in teaching the public to use technology. Most see technology as a boon to their jobs, with some of them spending as much as 85 percent of their time on technology-related activities. Reference staff at a library with a high rate of database use said they make a point of introducing library patrons to databases, even giving them a telephone number to call for help. They explained that teaching is an integral part of the library's commitment to customer service. "*People who don't want to teach self-select out."* The head of reference at another library affirmed, *"It's changing how we define reference work. We're about teaching people."*

While most staff and directors rated their comfort and use of technology above average, there also was high demand for additional staff training. One library system schedules 30-minute technology training sessions in each branch just before the library opens. Library IT and HR staff present on one topic identified by staff for about 10 minutes, then take questions. The library gave each of its staff members flash drives and taught them to use them so they would be better equipped to help library patrons. These initiatives have been well-received.

While not every library offers classes, every library offers one-on-one computer training, either informally or by appointment. In some cases, staff is supplemented by volunteer or paid help from high school/college students. The libraries do not always track informal assistance and do not do it in a consistent way. Some count technology questions as reference questions. A branch manager whose library does not track helping people with computers said, *"We don't give ourselves enough credit for teaching."*

- **Technology triage**: It is becoming more common for libraries to add a layer of staff specifically focused on technology. Often employing high school or college students, these computer aides help patrons with immediate and confined technology concerns—including establishing email accounts, printing documents and general troubleshooting. This approach has freed reference staff to focus more on one-on-one training, teaching classes and developing online content. In another library, the computer aides roam among computers to further remove any barriers to assistance. *"Helping people with technology is 100 percent of what we do. It's the whole job. People don't get how to find authoritative information. We spend a lot of time educating them, how to use the computer, where and how to find information."*
- **Reference work concerns:** Although several staff again noted the public's desire for "instant answers," they added concerns not heard before. The head of reference at a busy, urban library noted that, *"Technology is sexy, but it also has negative implications. Everyone's expectation is that everything is on the Internet, and that's not the case."* He questioned whether librarians might be failing their mission. *"Sometimes we fall into the trap—giving the easier information rather than the best. Having a line in front of the desk makes it tempting to do what's good enough."* He also expressed concern about the impact of technology on confidentiality and digital rights management.

- **Keeping up:** While almost everyone said staying current with technology is a challenge, most say their library staffs are doing a good job. One observed, *"You can teach an old dog new tricks, but it doesn't come naturally."* Another acknowledged, *"It's harder for older people. Thank goodness there are young people to teach the rest of us."* The head of adult services said it is important to hire staff who value self-development. As an adjunct professor, he makes a point of posting articles of interest on the staff wiki. An administrator with a two-person training department, noted, *"The more change happens, the easier it is. Staff is taking it in stride now."* Most of the front-line staff interviewed said they feel their libraries are good at providing training in-house or sending them to classes. As is typical, staff at smaller libraries are more likely to say they teach themselves or learn from their colleagues.

Advocating Support for IT Services

The library directors and trustees interviewed take a proactive approach to advocacy and have reaped its benefits. Directors speak highly of their board members*: "Whenever we need them (board/Friends), they are there with bells on."* Trustees credit their directors with doing a good job of keeping them informed and involved. In general, they agree that *"advocating for technology is not a problem. It is not seen as frivolous or extra anymore. It is a part of people's lives."*

Success stories include the one about the board and Friends group who convinced the city to increase its support for of an underfunded urban library by $1 million over four years. They did this mainly through one-one contacts, which included convincing the mayor and a council member to make the library "*their thing*." Another library received special funds to expand its bandwidth by making bandwidth access a community issue—not just a library issue. The difference a savvy director and energized board can make is particularly obvious in two small rural libraries. These libraries still struggle to catch up, but have made great progress since the appointment of new directors and board members.

Several library directors also are leading or working on teams at the city or county level to address community bandwidth issues and education concerns. In one city, the director leads the "quality education and lifelong learning" team, partners with parks and recreation on summer reading, and placed library kiosks in park buildings while a branch was being renovated. Another government-business group is working to get broadband access for its community. *"We don't have the population needed to make it cost-effective for vendors."* One library provides technology support to city and county agencies to develop their Web pages and hosts Web pages for local non-profits. The director also insisted that the library be represented on the local cable commission, which is now written into the law governing the commission.

While most of the six trustees interviewed have not had special training, several said they found a handbook published by the State Library helpful. One trustee described his role as "*one-on-one sales.*" Another said, *"I tell anyone and everyone that the library is the best thing."* The barriers they see are competition with other departments (e.g., fire, place, roads); competition with other libraries; a declining economy; and a lack of public understanding about the role of libraries in the twenty-first century.

Clearly, library boards with strong liaison relationships with local governments and schools enjoy a higher level of cooperation. Support for one library increased considerably, after it added a city liaison to its board.

APPENDICES

APPENDIX A

2007 National Survey of Public Library Funding and Technology Access

The American Library Association (ALA) and the Information Use Management and Policy Institute in the College of Information at Florida State University, with support from the Bill & Melinda Gates Foundation, are surveying a national sample of public libraries regarding their Internet connectivity, computing resources, and technology funding. Ms. Denise M. Davis and Ms. Larra Clark (ALA Office of Research and Statistics), and Dr. John Carlo Bertot and Dr. Charles R. McClure (Information Institute at Florida State University) are the study managers. You may access the survey at http://www.plinternetsurvey.org.

On the survey Web site, specific instructions are provided for completing the Web survey. The survey contains questions about specific library system branches, as well as system-wide questions. If your library system does not have branches, please complete all of the questions for your library. If your library system does have branches, you may be asked to complete questions regarding ***some*** of your branches prior to answering questions about your entire system. Your library and the branches selected to participate (if applicable) were selected randomly. If you wish to complete the survey for the additional branches in your system (again, if applicable), you will be given the opportunity to do so.

Complete the survey, and enter to win one of three Apple iPod nano MP3 players!

To participate in the 2007 study, please go to http://www.plinternetsurvey.org and follow the "Complete Survey" button. You will need to enter your library's survey ID number (located on the back of the survey form). The survey ID number has a total of two letters followed by four numbers, and is your FSCS library number as assigned by the state library. If you cannot remember and/or locate your library's survey ID number, the survey Web site provides a link to locate your library ID by state and city. If you prefer, you may complete this print version of the survey and mail/fax your responses back (the contact information is located at the end of they survey).

The survey is not timed. You may complete part of it, save your answers, and return to it at a later time. You may also answer part of the survey and have other members of your library staff answer other parts, if appropriate. Please be sure to complete the survey by **November 15, 2007**. Once completed, you will be able to print or save the answers you provided and keep a copy for your own records.

If you have any questions or issues regarding the survey, please call (850) 645-5683 or e-mail pl2007@ci.fsu.edu.

A. LIBRARY BRANCH LEVEL QUESTIONS

A.1: Availability, Connectivity & Access

1a. How many **total average hours per typical week** is this library branch **open to the public**? (ENTER THE APPROPRIATE NUMBER IN THE BLANK ROUNDING TO THE NEAREST HOUR) [Note: if the branch closed within the last year, please skip to question 2)

_____ average hours/week (e.g., 30, 35)

1b. In the last year, the **total average hours per typical week** that this library branch is **open to the public has**: (MARK ONE ● ONLY AND ENTER THE APPROPRIATE NUMBER IN THE BLANK) (Please continue to Question 3)

	Increased since last fiscal year	_____ # hours increased (round to nearest hour)
	Decreased since last fiscal year	_____# hours decreased (round to nearest hour)
	Stayed the same as last fiscal year	

2. If this library branch **closed within the last year,** please indicate the **reason for the branch's closure**: (MARK ONE ● ONLY)

	Closed temporarily due to renovations
	Closed temporarily due to storm or other damage
	Closed temporarily due to budgetary reasons
	Closed permanently due to budgetary reasons
	Closed for other reason (please specify):

3. Does this library branch offer **public Internet access**? (MARK ONE ● ONLY)

	No (If 'no' please skip to question 17)
	Yes (If 'yes' please go to question 4)

4. **During a typical day,** does this library branch **have people waiting to use its public Internet workstations**? (MARK ONE ● ONLY)

	Yes, there are **consistently fewer** public Internet workstations than patrons who wish to use them throughout a typical day
	There are **fewer** public Internet workstations than patrons who wish to use them **at different times** throughout a typical day (e.g., during the morning, during lunch time, or evenings)
	No, there are **always sufficient** public Internet workstations available for patrons who wish to use them during a typical day

5a. Does this library branch currently have **time limits for patron use** of public Internet workstations? (MARK ONE ● ONLY)

	No (if 'no' please skip to question 6a)
	Yes, and the time limits are the same for all public Internet workstations (If 'yes' please complete questions 5b and 5d)
	Yes, and the time limits are different for different public Internet workstations throughout the library branch (If 'yes' please complete questions 5c and 5d)
	Don't know (if 'don't know' please skip to question 6a)

5b. If all your library branch's public Internet workstations have the same time limit, please indicate the **period of time per session and/or per day** for which a patron may reserve a public Internet workstation:

Single Internet Session (MARK ONE ● ONLY)		**Total Internet Session Per Day** (MARK ONE ● ONLY)	
	Up to 30 minutes per session		One session per day
	Up to 45 minutes per session		Two sessions per day
	Up to 60 minutes per session		Unlimited, but patrons must sign up for each session separately
	Up to 2 hours per session		Unlimited, as long as no one is waiting
	Other (please specify):		Other (please specify):

5c. If your library branch's public Internet workstations have different time limits, please indicate the different **periods of time per session and/or per day** for which a patron may reserve a public Internet workstation:

Single Internet Session (MARK ALL ● THAT APPLY)		**Total Internet Session Per Day** (MARK ALL ● THAT APPLY)	
	Up to 30 minutes per session		One session per day
	Up to 45 minutes per session		Two sessions per day
	Up to 60 minutes per session		Unlimited, but patrons must sign up for each session separately
	Up to 2 hours per session		Unlimited, as long as no one is waiting
	Other (please specify):		Other (please specify):

5d. Please describe **how the library branch manages** patron public Internet workstation time limits: (MARK ONE ● ONLY)

	Computer reservation and time management software – accessed remotely (e.g., via the Web or other means from outside the library) or in the library
	Computer reservation and time management software – accessed in the library only
	Manual list of users managed by staff

	"Honor system" (e.g., rely on patrons to end their session voluntarily when the time is expired)
	Other (please specify):

6a. Please indicate **the number and age of the public Internet workstations/laptops** provided by this library branch (include in the count library-provided laptops and multi-purpose workstations that allow access to the Internet. Exclude workstations that only access the library's Web-based Online Public Access Catalogs). **Even if you cannot estimate the ages of the workstations, please provide the total number of workstations**. (ENTER THE APPROPRIATE NUMBERS IN THE BLANKS)

Number of Public Internet Workstations/Laptops	Average Public Internet Workstation/Laptop Age
_____ workstations/laptops	_____ workstations/laptops less than 1 year old
	_____ workstations/laptops 1-2 years old
	_____ workstations/laptops 2-3 years old
	_____ workstations/laptops 3-4 years old
	_____ workstations/laptops greater than 4 years old

6b. Please indicate **the total number of OTHER public workstations/laptops** not connected to the Internet provided by this library branch for patron use (e.g., multi-purpose workstations for word processing, presentation development, Online Public Access Catalog access only).

_____ other workstations/laptops

6c. Does the library branch have a **workstation/laptop replacement or addition schedule**? (MARK ONE ● ONLY)

	No
	Yes, the average replacement or addition schedule is: ❍ Every 2 years ❍ Every 3 years ❍ Every 4 years ❍ Other (Please specify):
	Don't know

6d. Are there plans to **add public Internet workstations or laptops** at this library branch **during the next year**? (MARK ONE ● ONLY. IF APPLICABLE, INCLUDE THE APPROPRIATE NUMBER OF WORKSTATIONS OR LAPTOPS)

	The library plans to add _____ workstations/laptops within the next year
	The library is considering adding more workstations/laptops within the next year, but does not know how many at this time
	The library has no plans to add workstations/laptops within the next year

6e. Are there plans to **replace existing public Internet workstations or laptops** at this library branch **during the next year**?

Workstation/Laptop Replacement (MARK ONE ● ONLY)	
	The library plans to replace _____ workstations/laptops within the next year
	The library plans to replace some workstations/laptops within the next year, but does not know how many at this time
	The library has no plans to replace workstations/laptops within the next year

6f. Please identify the most important factors that affect the library branch's ability or plans to **add (mark up to three) or replace (mark one) more public Internet workstations**.

Factors Affecting Adding Workstations/Laptops (MARK UP TO ● THREE)		**Factors Affecting Replacing Workstations/ Laptops** (MARK ONE ● ONLY)	
	Availability of space		Cost factors
	Cost factors		Maintenance, upgrade, and general upkeep
	Maintenance, upgrade, and general upkeep		Availability of staff
	Availability of staff		Other (please specify):
	Availability of bandwidth to support additional workstations		
	Availability of electrical outlets, cabling, or other infrastructure		
	Other (please specify):		

7a. Please identify who provides **information technology (IT) support** (e.g., troubleshooting desktop issues, contracting for Internet connectivity, managing the library Web page) for the library branch: (MARK ALL ● THAT APPLY)

	Building-based staff (not IT specialist)
	Building-based IT staff (IT specialist)
	System-level IT staff
	County library department staff
	Library consortia or other library system (please identify): _____
	County/City IT staff
	State telecommunications network staff
	State library IT staff
	Outside vendor/contractor
	Volunteer(s)
	Other (please specify):

7b. Please identify **up to three challenges** that your library faces in **maintaining** your public access workstations and Internet services:

1. _____
_____
_____

2. _____
_____
_____

3. _____
_____
_____

8. Is **wireless Internet access available** (e.g., for patron laptops, PDAs, or other wireless devices) within the library branch? (MARK ONE ● ONLY)

	Yes, wireless access is currently available for public use within the library branch
	Yes, wireless access is currently available in the library branch, but not for public use
	No, it is not currently available for public use within the library branch, but there are plans to make it available to the public within the next year (skip to question 11a)
	No, it is not currently available for public use within the library branch and there are no plans to make it available to the public within the next year (skip to question 11a)
	No, wireless is not available within the branch for staff *or* the public (skip to question 11a)

9. As part of the library branch's **wireless Internet access strategy**, the library branch is: (MARK ALL ● THAT APPLY)

	Purchasing laptops for in-library patron use **instead of** desktop workstations
	Purchasing laptops for in-library patron use **in addition to** wired desktop workstations
	Not adding more desktop workstations or laptops, but is providing (or about to provide) wireless access for patrons with laptops to help meet public demand

10. If applicable, does the **library branch's wireless connection share the same bandwidth/connection** as the library's public Internet workstations? (MARK ONE ● ONLY)

	Yes, both the wireless connection and public access workstations share the same bandwidth/connection
	No, the public wireless connection is separate from the public access workstation bandwidth/ connection and the staff bandwidth/connection
	No, the public wireless and public access workstation bandwidth/connection are separate from the staff bandwidth/connection
	Don't know (If you do not know if the connection is shared, please contact an individual or group who may know before checking "Don't know")

11a. Please indicate the **type AND maximum speed** of this library branch's **PUBLIC Internet service connection**. (MARK APPROPRIATELY ● IN EACH COLUMN)

Type of Connection (MARK ALL ● THAT APPLY)		**Maximum Speed of Connection** (MARK ONE ● ONLY)	
	DSL		Less than 128kbps (kilobits/second)
	Cable		129 Kbps – 256 Kbps
	Leased Line		257 Kbps – 768 Kbps
	Municipal Networks (wireless or other)		769 Kbps – 1.4 Mbps (megabits/second)
	State network		1.5 Mbps (T1)
	Satellite		1.6Mbps – 5.0Mbps
	Fiber		6.0Mbps – 10Mbps
	Other (please specify):		Greater than 10Mbps
	Don't know (If you do not know your library's connection type, please contact an individual or group who may know before checking "Don't know")		Don't know (If you do not know your library's connection speed, please contact an individual or group who may know before checking "Don't know")

11b. Given the uses of the library branch's public Internet access services by patrons, does the library branch's **public Internet service connection speed meet patron needs**? (MARK ONE ● ONLY)

	The connection speed is insufficient to meet patron needs
	The connection speed is sufficient to meet patron needs at some times
	The connection speed is sufficient to meet patron needs at all times
	Don't know

11c. If desired, would the library branch be able to increase the **speed** of its **public Internet service connection** now or in the future? (MARK ONE ● ONLY)

	No, there is no interest in increasing the speed of the library's public access Internet connection
	No, this is the maximum speed available to the library branch
	Yes, but we cannot afford the cost of increasing the branch's bandwidth
	Yes, and we have plans to increase the bandwidth within the next year
	Yes, but we have no plans to increase the bandwidth within the next year
	Yes, but we do not have the technical knowledge to increase the bandwidth in the library
	Other (please specify):

A.2: Service Provision & Impact of Computer and Internet Access

12. Please identify **the public Internet services** that are the most critical to the **role of the library branch in its local community**? (MARK ● UP TO FIVE)

	Provide education resources and databases for K-12 students
	Provide education resources and databases for students in higher education
	Provide education resources and databases for home schooling
	Provide education resources and databases for adult/continuing education students
	Provide information for local economic development
	Provide information about state and local business opportunities
	Provide information for local business support
	Provide information for college applicants
	Provide information about the library's community
	Provide information or databases regarding investments
	Provide access to government information and services, like tax forms, Medicare information or paying traffic tickets
	Provide computer and Internet skills training
	Provide services for job seekers
	Provide services to immigrant populations
	Other (please specify):

13. Please identify the three most significant impacts **of the library's** patron information technology training **on the community that the library serves: (MARK UP TO THREE)**

	The library does not offer patron information technology training
	Facilitates local economic development
	Offers technology training to those who would otherwise not have any
	Helps students with their school assignments and school work
	Helps business owners understand and use technology and/or information resources
	Helps patrons complete job applications
	Provides general technology skills
	Provides information literacy skills (i.e., how to access and use Internet-based resources)
	Helps users access and use electronic government services and resources (e.g., license applications, tax filing, other)
	Other (please specify):

14a. Please identify the **services the library makes available to users** either in the library or remotely (i.e., Web site). Include services that the library may not provide directly (i.e., statewide databases, digital reference). If the library branch does not offer the service or offers limited access, please also answer question 14b: (MARK ● ALL THAT APPLY)

Service/Resource	Offer Service	Do Not Offer Service	Provide Limited Access*
Digital reference/Virtual reference			
Licensed databases			
E-books			
Video conferencing			
Online instructional courses/tutorials			
Homework Resources			
Audio content (e.g., music, audio books, other)			
Video content (e.g., streaming video, video clips, other)			
Digitized special collections (e.g., letters, postcards, documents, other)			
Allow patrons to access and store content on USB or other portable drives (e.g., iPods, MP3, other)			
Allow patrons to connect digital cameras and manipulate content			
Allow patrons to burn compact discs/DVDs			
Provide access to recreational gaming consoles, software, or Web sites			

* Limited access might include limited to certain computers, certain times of day, or other restrictions

14b. If the library branch **does not provide access, or provides limited access**, to services in question 14a, please **indicate the factors that prevent** the library branch from doing so: (MARK ● ALL THAT APPLY)

	Computer hardware/software on public Internet workstations will not support service(s)
	Public access Internet connectivity speeds will not support service(s)
	Library policy restricts offering or access to service(s)
	Library cannot afford to purchase and/or support service(s)

15. Is the library branch the only **free of charge public computer and Internet access center** in the library's service area? (MARK ONE ● ONLY)

	Yes, the library is the only place in the community that provides **free** public computer and Internet access services
	No, there are other places in the community that provide **free** public computer and Internet access services (i.e., community technology centers)
	Don't Know
	Other (please specify):

16. Please indicate the e-government **roles and services the public library branch provides to its patrons on a regular basis**: (MARK ● ALL THAT APPLY)

	The library staff provide assistance to patrons applying for or accessing e-government services (e.g., completing Medicare Part D forms; applying for licenses; accessing tax forms)
	The library staff provide as-needed assistance to patrons for understanding how to access and use government Web sites, programs, and services (e.g., assistance navigating the Web site, helping users understand the programs)
	The library staff provide immigrants with assistance in locating immigration information, using government immigration-related Web sites, filing immigration or visa forms, and/or other immigration-related services and information
	The library offers training classes regarding the use of government Web sites, understanding government programs, and completing electronic forms
	The library is partnering with government agencies, non-profit organizations, and others to provide e-government services
	The library has at least one staff member who has significant knowledge and skills in the provision of e-government services
	Other (please specify):
	The library does not provide e-government services to its patrons on a regular basis

For libraries not connected to the Internet or that only provide staff access

17. Please indicate the **three most important factors** that affect **your library branch's ability to provide public Internet services**: (MARK ● UP TO THREE)

	The library does not have space for workstations and/or necessary equipment
	The library building cannot support the necessary infrastructure (e.g., power, cabling, other)
	The library cannot afford the necessary equipment (i.e., workstations, routers, etc.)
	The library does not have access to adequate telecommunications services (e.g., phone lines, leased lines, cable, other)
	The library cannot afford the recurring telecommunications costs
	The library does not have the staff necessary to install, maintain, and/or upgrade the necessary technology
	The library does not control its access to Internet services (i.e., local/county government provides access)
	There is no interest among library staff or management in connecting the library to the Internet
	There is no interest within the local community in connecting the library to the Internet
	Other (please specify):

B. LIBRARY SYSTEM LEVEL QUESTIONS

B.1: Funding & Public Computer and Internet Services

18a. **Did the library apply for E-rate discounts** during the July 1, 2007, E-rate funding year? (MARK ONE ● ONLY)

	Yes (If yes, please go to question 18c)
	Yes, another organization applied on the library's behalf (If yes, please go to question 18c)
	No (If no, skip to question 18b)
	Unsure (If unsure, skip to question 19)

18b. If this library **did not apply for E-rate discounts in 2007**, it was because: (MARK ● ALL THAT APPLY)

	The E-rate application process is too complicated
	The library staff did not feel that the library would qualify
	Our total E-rate discount is fairly low and not worth the time needed to participate in the program
	The library receives it as part of a consortium, so therefore does not apply individually
	The library was denied funding in the past and thus is discouraged from applying in subsequent years
	The library did not apply because of the need to comply with CIPA's (Children's Internet Protection Act) filtering requirements
	The library has applied for E-rate in the past, but no longer finds it necessary
	Other (please specify):

18c. If this library is, or will be, **receiving E-rate discounts during the July 1, 2007, E-rate funding year**, please indicate for which services the library receives E-rate funds: (MARK ● ALL THAT APPLY)

	Internet connectivity
	Telecommunications service
	Internal connection costs

19. Please indicate in **whole dollars your library's total operating expenditures** (actual or anticipated) from all funding sources for **fiscal years 2007 and 2008**:

	Fiscal Year 2007 Expense Category		
	Salaries (**including benefits**)	Collections	Other Expenditures **(including contractual services)**
Source of Funding			
Local/county	$	$	$
State (including state aid to public libraries, or state-supported tax programs)	$	$	$
Federal	$	$	$
Fees/fines	$	$	$
Donations/local fund raising	$	$	$
Government grants (local, state or national level)	$	$	$
Private foundation grants (e.g. Gates, Carnegie)	$	$	$

	Fiscal Year 2008 Expense Category		
	Salaries (**including benefits**)	Collections	Other Expenditures **(including contractual services)**
Source of Funding			
Local/county	$	$	$
State	$	$	$
Federal	$	$	$
Fees/fines	$	$	$
Donations/local fund raising	$	$	$
Government grants (local, state or national level)	$	$	$
Private foundation grants (e.g. Gates, Carnegie)	$	$	$

20. Please indicate in **whole dollars your library's total technology-related operating expenditures** (actual or anticipated) from the below funding sources for **fiscal year 2008**:

	Fiscal Year 2008 Expense Category			
	Salaries (**including benefits**)	Outside Vendors	Hardware/ Software	Telecommunications
Source of Funding				
Local/county	$	$	$	$
State (including state aid to public libraries, or state-supported tax programs)	$	$	$	$
Federal	$	$	$	$
Fees/fines	$	$	$	$
Donations/local fund raising	$	$	$	$
Government grants (local, state or national level)	$	$	$	$
Private foundation grants (e.g. Gates, Carnegie)	$	$	$	$

21. Please **estimate to the nearest whole dollar** how much your library expects to spend **on the following technology-related expenditures** (including staffing):

	Fiscal Year
	FY2008
Expenditure Category	
Staff only hardware	$
Staff only software	$
Public use computing hardware	$
Public use computing software	$
Telecommunications services (including telephone service, networking costs, and may include e-rate discount if applicable)	$
Internet costs (including internet service provider costs, and may include e-rate discount if applicable)	$
Wireless access (hardware, software)	$
Instructional technology (video conferencing hardware and software, projection equipment)	$
Licensed resources (databases, e-books, audio books, etc.)	$
Staff in technology support positions in the library or under contract to the library for such support	$
Staff providing technology-related training to library staff or the public (other than those reported above)	$

GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS	
CIPA (Children's Internet Protection Act)	A Federal law requiring the use of filters on public Internet workstations when the library receives either LSTA or E-rate (see below) funds.
Computer hardware	The physical components that make up a computer.
Computer software	The programs that are run on a computer.
Digital Reference/ Virtual Reference	The provision of interactive reference services for patrons via email, chat, or other electronic means.
E-books	Digital documents, licensed or not, where searchable text is prevalent, and which can be seen as analogous to a printed text. (Based on NISO Standard Z39.7 definition, see http://www.niso.org/emetrics)
E-government	The use of technology, predominantly the Internet, as a means to deliver government services to citizens, businesses, and other entities.
E-rate Funds	Funding provided by the federal government through the Universal Service Fund to libraries to cover expenses associated with Internet access.
Fiscal Year	A financial 12-month period as reckoned for reporting, accounting, and/or taxation purposes (i.e., the date range that a library uses in reporting to local government agencies).
Funding Sources	**Local/county government** - Includes all tax and non-tax receipts designated by the community, district, or region and available for expenditure by the library. The value of any contributed or in-kind services or the value of any gifts and donations are excluded. **State** - All funds distributed to the library by State government for expenditure by the library, except for federal money distributed by the State. This includes funds from such sources as penal fines, license fees, and mineral rights. **Federal** - All federal government funds distributed to the library for expenditure by the library, including federal money distributed by the State. **Other** - All income other than that included under local, state and federal. Includes grants from non-profit organizations or corporations, donations from Friends as well as other donations, gifts, interest, fines, and fees. The value of any contributed services or the value of in-kind gifts and donations are excluded.
Hours Open in a Typical Week	If a library is open from 9 a.m. to 5 p.m., Monday through Friday, it should report 40 hours per week. Should the library also be open one evening from 7:00PM to 9:00PM, the total hours during which users can find service becomes 42.
Information Technology Budget	Funds allocated specifically for the costs associated with information technology.

Information Technology Training	Formal or informal training sessions that cover specific topics (e.g., Web browser basics, Internet searching, basic computing skills).
Kbps	Kilobits per second.
Library Branch	A library facility. In the case of some public libraries, there is only one facility. Other public libraries have several facilities, which are sometimes referred to as branches of a library system.
Library System	The main library facility. In the case of some public libraries, there is only one facility. That facility would be the system library. For the public libraries that have library branches, there is one main library that is responsible for the administrative aspects of each of the libraries – the library system.
Licensed Databases	Collection of electronically stored data or unit records (facts, bibliographic data, and texts) with a common user interface and software for the retrieval and manipulation of the data. Licensed databases are those typically contracted through a vendor by the library for patron access (e.g., Gale, Ebsco, ProQuest). (Based on NISO Standard Z39.7 definition, see http://www.niso.org/emetrics)
Mbps	Megabits per second.
Online Public Access Catalogs (OPACs)	An electronic catalog of library materials and/or services that patrons can access.
Operating Expenses	Current and recurrent costs necessary for the provision of library services, such as personnel, library materials, binding, supplies, repair or replacement of existing furnishings and equipment, and costs incurred in the operation and maintenance of the physical facility. Operating expense categories include: **Salaries/benefits** - All monies paid before deductions to all library staff paid from library's budget (reporting unit's budget) for work performed. This definition INCLUDES employee fringe benefits. Professional staff are staff members doing work that requires professional education (the master's degree or its equivalent) in the theoretical and scientific aspects of librarianship; also, in some libraries, staff performing professional level tasks who, though not librarians, have equivalent education and training in related fields (e.g., archives, computer sciences, business administration, education). Also include paid support staff and paid student workers. **Collections** - All expenditures for materials purchased or leased for use by the public, such as print materials (including microforms), machine-readable materials, audio-visual materials, etc. **Other expenditures** - Operating expenditures not included in any other expenditure subcategory. (Also called Miscellaneous Expenditures).
Outside Vendor	An entity outside of the public library that provides goods or services

Public Internet Workstations	Those workstations within the library outlet that provide public access to the Internet, including those that provide access to a limited set of Internet-based services such as online databases. This includes circulating laptops.
Public library single outlet system or library system headquarters	A library system may be a single main or central library, or may be the operational center of a multiple-outlet library. Usually all processing is centralized here and the principal collections are housed here.
Public library branch	A branch library is an auxiliary unit of an administrative entity which has at least all of the following: 1) Separate quarters; 2) An organized collection of library materials; 3) Paid staff; and 4) Regularly scheduled hours for being open to the public.
Recreational gaming	Recreational gaming includes consoles like Xbox or Playstation, software like The Sims, or Web sites like Runescape. It does not refer to gambling.
Technology-Related Expenditures	Include *Computer Hardware, Software, Supplies and Maintenance expenditures, and Electronic Access Expenditures.* *Telephone lines* can be included as a Technology-Related Expenditure only if they are used to provide Internet access. *Computer Hardware, Software, Supplies and Maintenance expenditures* are defined as expenditures from the library budget for computer hardware and software used to support library operations, whether purchased or leased, mainframe or microcomputer. Includes expenditures for maintenance and for equipment used to run information service products when that expenditure can be separated from the price of the product. *Electronic Access Expenditures* are defined as all operating expenditures from the library budget associated with access to electronic materials and services. Include computer hardware and software used to support library operations, whether purchased or leased, mainframe and microcomputer. Includes expenditures for maintenance. Includes expenditures for services provided by national, regional, and local bibliographic utilities, networks, consortia and commercial services. Includes all fees and usage costs associated with such services as OCLC FirstSearch or electronic document delivery. Excludes capital expenditures.
Typical Week	A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holidays, vacation periods, days when unusual events are taking place in the community or in the library. Choose a week in which the library is open regular hours.
Wireless Internet Access	Internet access that does not require a direct connection (typically Ethernet) for access. Most typically, wireless access adheres to the IEEE 802.11 standard for interoperability and compatibility.
Workstation	A computer and related components (including a monitor, keyboard, hard drive, and software) that are capable of displaying graphical images, pictorial representations, and/or other multi-media formats.

APPENDIX B

2007 Chief Officers of State Library Agencies Questionnaire Section

Welcome to the 2007–08 questionnaire for State Library Agencies, one of three parts of the Public Library Funding and Technology Access Study. The 13 short questions below focus on issues raised by last year's study and/or areas in which many public library directors had difficulty responding in the survey.

The questions are grouped in three categories: budget/funding, staff training/planning and bandwidth. Please complete the survey by Friday, November 30, 2007. Preliminary findings of the COSLA component will beshared with you in early 2008, and the complete 2007–08 study will be published in August 2008.

Thank you in advance for sharing your time and expertise with us. If you have questions about this questionnaire, please contact Larra Clark at lclark@ala.org.

1a. How would you characterize state support for public libraries in FY07 compared with the previous fiscal year?

- ❍ Increased
- ❍ Decreased
- ❍ No Change

1b. Increased by what percentage?

- ❍ 1–2%
- ❍ 3–4%
- ❍ 5–6%
- ❍ 7–8%
- ❍ 9–10%
- ❍ 11% or more

1c. Decreased by what percentage?

- ❍ 1–2%
- ❍ 3–4%
- ❍ 5–6%
- ❍ 7–8%
- ❍ 9–10%
- ❍ 11% or more

2a. How would you characterize OVERALL public funding (all sources of tax revenue) for a majority (more than 50%) of public libraries in your state in FY07 compared with the previous fiscal year?

- ❍ Increased
- ❍ Decreased
- ❍ No Change
- ❍ Other (please specify)

2b. Increased by what percentage?

- ❍ 1–2%
- ❍ 3–4%
- ❍ 5–6%
- ❍ 7–8%
- ❍ 9–10%
- ❍ 11% or more

2c. Decreased by what percentage?

- ❍ 1–2%
- ❍ 3–4%
- ❍ 5–6%
- ❍ 7–8%
- ❍ 9–10%
- ❍ 11% or more

3. Which of the following does your state library, state legislature or other state agency/office pay for directly on behalf of public libraries in the state in FY07 (Mark all that apply)?

- ❍ Staff-only hardware
- ❍ Staff-only software
- ❍ Public computing hardware
- ❍ Public computing software
- ❍ Telecommunications services (including Internet connectivity)
- ❍ Wireless access (hardware, software)
- ❍ Instructional technology (video conferences hardware and software, projection equipment)
- ❍ Licensed resources (databases, e-books, audio books)
- ❍ Other (please specify)

4. What is the single most important factor that has affected state financial support for public libraries in FY07 (e.g., budget surplus/deficit, state advocacy effort by libraries)

5a. When thinking back over the last three years, has your state library changed the way it uses FEDERAL funds to support technology in public libraries (e.g., investing more in licensed resources and giving less in direct grants to public libraries)?

- ❍ No, but we are planning to make changes in the next 1–2 years
- ❍ No change
- ❍ Yes (please describe)

5b. When thinking back over the last three years, has your state library changed the way it uses STATE funds to support technology in public libraries (e.g., investing more in licensed resources and giving less in direct grants to public libraries)?

- ❍ No, but we are planning to make changes in the next 1–2 years
- ❍ No change
- ❍ Yes (please describe)

6a. Does the state library offer formal training (face-to-face or online) to public library staff in any of the following areas related to funding and technology access (mark all that apply)?

	Every few years	At least once/year	More than once/year
Yes, budget planning and development			
Yes, general accounting practices			
Yes, fundraising			
Yes, advocacy/marketing			
Yes, technology planning			
Yes, technology evaluation			

6b. No, the state library doesn't offer training in any of these areas (please skip to 6C)

❍ No

6c. Other training related to funding or technology in libraries (please specify)

7a. If the state library does not offer formal training in these areas, why not (mark all that apply)?

❍ Not needed by public library staff in my state
❍ No interest
❍ Too expensive
❍ Provided as part of general consulting activities of state library development staff
❍ Provided by state library association
❍ Provided by other agency(ies) or organization(s). Please describe:

7b. Other

8. If there were no barriers to providing training, what two or three training topics would be MOST beneficial to public library staff in your state?

9a. Does the state library require public libraries to have technology plans and/or technology replacement plans?

	Technology plan	Technology replacement plan
Yes (please go to 9b)		
No, but a majority of our libraries have a plan (please go to 9b)		
No, but we plan to do so in the next year		
No, but we plan to do so in the next 2-3 years		
No, and there are no plans to do so		
No, but another agency does (please specify		

9b. If a majority of your libraries have technology plans and/or technology replacement plans, how often are these plans updated?

	Technology plan	Technology replacement plan
Annually		
Biennially		
Every three years		
Every four years		
Every five years		
Other (please specify)		

10. What is the state library's role in supporting high-speed Internet access in the state (check all that apply)?

- ❍ Advocating for and increasing awareness of the need for improved high-speed and broadband access for libraries
- ❍ through the legislative process
- ❍ Advocating for and increasing awareness of the need for improved high-speed and broadband access for libraries
- ❍ through outreach to Internet service providers (ISPs)
- ❍ Training local library staff to broker high-speed and broadband access and negotiate telecom costs
- ❍ Brokering high-speed and broadband access and negotiating telecom costs on behalf of public libraries
- ❍ Building high-speed and broadband networks in collaboration with other public/private agencies
- ❍ Building high-speed and broadband networks independently
- ❍ The state library has no role in this arena
- ❍ Other (please specify):

11. Briefly, what goals does the State Library have for high-speed and broadband deployment for public libraries in your state?

12. If your state has a target goal for the minimum connectivity speed for all public libraries to achieve, what is it?

- ❍ 769 Kbps–1.4 Mbps
- ❍ 1.5 Mbps (T1)
- ❍ 1.6 – 3.0 Mbps
- ❍ 3.1 – 5.0 Mbps
- ❍ 5.1 – 10.0 Mbps
- ❍ Greater than 10.0 mbps
- ❍ Our state does not have a target goal
- ❍ Other (please specify):

13. How could regional, state and/or national library organizations (including networks, cooperatives or consortia) and/or funders best support this vision? Please enter your contact information.
Name:
State/Province:
Email:
Phone:

APPENDIX C

Focus Group Questions/Script

Expenditures and Fiscal Planning

One of the difficult questions we're trying to answer has to do with ways libraries fund technology access. We know that many libraries don't break out technology expenses, but we're hoping you can help us better understand how you fund and sustain technology access.

1. Tell us about your fiscal climate. Has the funding environment for your library improved, declined or stayed the same in the last few years?
2. What financial support does the library receive from local government and others within the community for technology?
3. How do you currently pay for the various aspects of IT? By this, I mean do you use different funding sources for different aspects of your technology? For instance, in our last survey, we heard from many libraries that non-tax sources like fees, fines, donations and grants provided significant funding for overall operating and specific technology-related expenditures. Can you tell us more about this? Do you rely on non-tax dollars to fund technology expenses like:
    - ❍ New, replacement or upgrades of hardware
    - ❍ Software
    - ❍ Telecom/connectivity
    - ❍ Wireless
    - ❍ Licensed resources
    - ❍ IT staff — tech support and/or tech trainers
4. Who manages your IT expenditures — branch manager? System director? City/county IT staff? Other? How do you manage/track expenditures?
5. What barriers do you face in raising funds to support technology access?
6. On the flip side, please describe successes you've had in identifying, securing and sustaining local funds (such as empowerment or community development funds) for technology.
7. What do you believe are the most critical elements of success in fundraising to support technology access?

Meeting Patron Technology Needs for Internet Services

Technology-based services are both active and passive. By active, we mean the library plans and supports various services (training, collection development, downloadable audio, going to wireless access, etc.). By passive, we mean those services the patron requests through a discovery process (they hear about a Web site that supports a hobby or business activity they are engaged in). As you think about such services:

8. What are the Internet-based services or resources most frequently used by patrons?

PROBE: Does your library support online collaboration utilities — software or sites — such as chat services, online sharing utilities like YouTube, Facebook, etc.
PROBE: Does your library allow public access to recreational gaming software or Web sites within the library branch (e.g., Runescape, Dance Dance Revolution, Xbox)? If not, why not (i.e. cost, policy, bandwidth)? If yes, do you limit access in any way (to certain computers or certain times, for instance)?

PROBE: Does your library offer downloadable audiobooks or other media? How about online homework help?

PROBE: Does your library support e-government services (such as completing IRS forms or registering for Medicare or local services)? Have you seen an increase or decrease in this use?

PROBE: Does your library support online continuing education, videoconferencing or training resources via the Internet? Does your library proctor tests? If not, is this because there aren't enough computers or bandwidth or staff — or other?

PROBE: What are your perspectives on why technology access is important to the populations you serve?

PROBE: What strategies, if any, has the library developed to specifically reach and support technology access for community members without any other access to computers and the Internet?

9. Have you done any formal needs assessment or evaluation of your Internet services to get feedback from users and measure impact? If yes, can we have a copy? If no, why not?
10. How does your library spot the next "new and hottest" thing and work on offering and adapting it into your services? What do you see coming next to libraries?
11. We know from the survey data that bandwidth is staying about the same, and many libraries are running out of space for new technology. Is this true for your library, and, if so, how are you managing these limitations? Cost is also a concern — are you doing more resource sharing locally or at the state level to get more "bang for you buck"? Why/why not?
12. Does your library provide specific public Internet services for immigrant populations (i.e. help with visas or citizenship or online literacy classes)? Can you provide some examples? Is this a growing area of library service?
13. Do you receive requests for Internet-based services the library doesn't provide? For what? How do you manage these requests?
14. Can you give an example from your community about how library technology made a difference in someone's life?

Impact on Staff

Knowing all of the different impacts technology can have in a community, we'd like to focus now on the impacts technology access has on your staff.

15. What have been the two or three biggest impacts of technology on your staff in the last 12 months? (For example, self-checkout, enforcing time limits, saving time or paperwork, easier provision of reference service, troubleshooting hardware, gaming, managing a large network, etc.)
16. What are the two or three biggest challenges you face in staffing technology? For instance:
    - ❍ Providing training to library patrons
    - ❍ Helping library users with technology they bring to the library — like their laptops, USB drives, cameras and MP3 players

- ❍ Troubleshooting hardware/software/network issues
- ❍ Managing the network and network equipment
- ❍ Getting staff training on new Internet content and resources
- ❍ Fundraising or advocacy for new technology
- ❍ Marketing or outreach around technology offerings, including online databases
- ❍ Not enough staff overall
- ❍ Not enough computers to meet needs
- ❍ Other

17. Why are these the most challenging concerns? Are there others we didn't mention?
18. What changes, if any, do you anticipate in the coming year?
19. Do you have dedicated IT staff at your library? Who (else) provides technical assistance to the library (e.g. city/county IT, system-level or consortia staff, state library staff, volunteers)? Is this IT support adequate to meet your library's needs?
20. Please describe any successes you've had or strategies you've used to improve staff training or staff experiences with technology.

Advocating Support for IT Services

From information libraries provided in the 2007 ALA/FSU Internet study, we know that many libraries have been flat funded for several years — which ultimately means less money for the library over time. We also know libraries continue to be asked to do more with the same flat funds. We'd like to get a better understanding of what your local "climate" is like, and what opportunities or partnerships you may have found to increase the library's capacity.

21. Can you share examples of how you've collaborated with other government agencies and community organizations to support public access computing (e.g. the local computer users group teaching computer classes and installing the libraries wireless)? [If no collaborations, what are the obstacles?]
22. Do your library trustees/Friends speak out/advocate in support of funding for library IT, Internet connectivity, and other Internet-based resources and services?
23. How do you best show or illustrate the value of the library and its technology access to decisionmakers? Do you use data or statistics? What data do you use?

    PROBE: Do you collect feedback/stories about how technology-based services make a difference for people in your community? Do you quantify the value of the technology services offered by your library? If so, how?

    PROBE: How much time and energy are you and your staff able to devote to advocating for technology funding for your library?

24. Have you successfully mobilized library users to support library technology? If so, how did you do it (strategies)?

    PROBE: Would you use resources from a national campaign in your local community? What would be most helpful to you?

Conclusion

25. If resources were not an issue, what is the single most important improvement that could be made in your public access computing services at this time?
26. Do you have any other thoughts/comments about your library's needs, public libraries in general and what would be needed to meet them?

APPENDIX D

Site Visit Questions

Library Staff

- When is your busiest time of day? Are there waits to use the computers? Do patrons sign up to use computers?
- How often is it the case (rare/once a month/once a week/more often) that you have one or more computers unavailable to the public because it's broken or the network is down? What is the process for getting the computer back in working order — how long does that usually take?
- What are the Internet-based services or resources most frequently used by patrons?
  - Do you receive requests for Internet-based services the library doesn't provide? For what? How do you manage these requests?
- Has the technology changed the way you serve your users? How?
  - What is the biggest impact of the technology on your time during the workday (prompts: helping people find information online, easier reference service, e-government, online job forms, enforcing time limits, troubleshooting hardware, gaming, providing training)?
  - Are your technology users different or the same as users of other library services (prompt: more teens, for instance)?
  - Who are your most frequent users of the computers and technology (prompt: children, HS students, adults, senior citizens, tourists)?
  - How do you address digital divide issues for users without computer access or skills?
- If resources were not an issue, what is the single most important improvement that could be made in your public access computing services at this time?

Library Trustee

- How do you see your role in supporting the library and its technology services?
- Who do you see as the library's key partners and advocates in the community (Friends, City Council, community service organization, school administrators)?
- How would you describe the fiscal climate in your community?
- How do you best show or illustrate the value of the library and its technology access to your community?
- When you became a library board member, did you receive any orientation, training or a handbook about your rights and responsibilities? Was this helpful?
- What has the library board done to increase support (financial or non-monetary) for the library? Did the Board work with library staff or other groups/organizations to improve support?
- What do you believe are the most valued Internet-based services or resources the library provides your community?
- If resources were not an issue, what is the single most important improvement that could be made in your public access computing services at this time?

Library User

- How often do you use the library's computers for? (prompts: first time, once/twice a week)
- Do you ever have to wait for a computer? (prompts: yes/no; more/less than 15 minutes)
- What do you use them for? (prompts: schoolwork, job-related, gaming, emailing, government, etc.)
- Do you have a computer/Internet at home? Work? School? Do you use computers anywhere else (prompts: laptop in coffee shops, community center, etc.)?
- Why do you use the computers at the library? (prompts: no computer/only access point, faster, convenient)
- Do you know if the library offers computer classes? Have you taken any at the library? Which one? Why not?
- How would you rank your computer experience at the library? (prompts: excellent/good/fair/poor) How could the library best improve its technology? (prompts: more computers, faster computers, more software, training, wireless, gaming)
- Is it important for the library to offer computers and technology? Why?

APPENDIX E

New York Focus Group and Site Visit Participants

Focus Group Participants

Buffalo and Erie County Public Library
East Greenbush Community Library
Four County Library System
Geneva Free Library
Tompkins County Public Library
Utica Public Library
Wayland Free Library
Westhampton Free Library

Site Visit Locations

Bryant Library
Buffalo and Erie County Public Library, Central Library
Cortland Free Library
Howland Public Library
Kingston Library
Mahopac Public Library
Orchard Park Public Library
Rochester Public Library
Tivoli Free Library

APPENDIX F

North Carolina Focus Group and Site Visit Participants

Focus Group Participants

Beaufort-Hyde-Martin (BHM) Regional Library
Davidson County Public Library System
H. Leslie Perry Memorial Library
Halifax County Library System
Polk County Public Library
Public Library of Charlotte and Mecklenburg County
Robeson County Public Library
Rowan Public Library
Sandhill Regional Library System
Transylvania County Library

Site Visit Locations

Cameron Village Regional Library (Wake County Public Libraries)
Greensboro Public Library
Hickory Public Library
Hoke County Public Library (Sandhill Regional Library System)
Robeson County Public Library
Polk County Public Library
Scotland Neck Memorial Library (Halifax County Library System)
Transylvania County Library
Wilson County Public Library

APPENDIX G

Pennsylvania Focus Group and Site Visit Participants

Focus Group Participants

Aston Free Library
Butler County Federated Library System
Ford City Public Library
Helen Kate Furness Free Library
Kittanning Public Library
Lawrence County Federated Library System
Mary M. Campbell Library
New Castle Public Library
Rachel Kohl Community Library
Ridley Township Public Library
Upper Darby Township and Sellers Memorial Free Public Libraries

Site Visit Locations

Apollo Memorial Library
Carnegie Library of Pittsburgh
Clarion Free Library
James V. Brown Library (Lycoming County Library System)
Ludington Library (Lower Merion Library System)
Schlow Centre Region Library

APPENDIX H

Virginia Focus Group and Site Visit Participants

Focus Group Participants

Appomattox Regional Library System
Chesterfield County Public Library
Essex Public Library
Henrico County Public Library
Jefferson-Madison Regional Library
Madison County Library Inc.
Northumberland Public Library
Richmond Public Library
Williamsburg Regional Library

Site Visit Locations

Caroline Library, Inc.
Central Rappahannock Regional Library, Headquarters library
Dr. Clarence V. Cuffee Library (Chesapeake Public Library)
Eastern Shore Public Library
Indian River Library (Chesapeake Public Library)
Norfolk Public Library
North Park Branch Library (Henrico County Public Library)
Tuckahoe Area Library (Henrico County Public Library)
Virginia Beach Public Library, Central Library
Williamsburg Library

REPORT CONTRIBUTORS

American Library Association

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Denise M. Davis, director of the ALA Office for Research and Statistics, is overall project coordinator for the *Public Library Funding and Technology Access* study. Ms. Davis has managed multi-year research projects including the ALA annual librarian salary survey and an ongoing multi-part demographics study of ALA membership. Several other research initiatives are underway within this office, and additional information on those activities can be found at http://www.ala.org/ala/ors.

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Larra Clark is project manager for the ALA Office for Research and Statistics. She joined the office in late January 2007 after working more than six years in the ALA Public Information Office as the manager of media relations. Ms. Clark completed her Master's in Library Science at the University of Illinois at Urbana–Champaign in December 2006. Previously, she worked in nonprofit public affairs, media relations and print journalism in Chicago and Arizona for more than ten years.

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John Carlo Bertot

John Carlo Bertot was Professor of Information Studies and Associate Director of the Information Institute at the College of Information, Florida State University during this research period. His research spans library technology planning and evaluation, information and telecommunications policy, and E-Government. He has conducted a range of research broadly related to planning and evaluation of networked services funded by the U.S. Institute for Museum and Library Services, the American Library Association, and the Bill and Melinda Gates Foundation. His publications focus on topics related to demonstrating the value of library services, E-Government, and telecommunications policy. More information regarding Bertot is available at http://www.ii.fsu.edu/~jbertot.

Charles R. McClure

Charles R. McClure, Ph.D., is the Francis Eppes Professor of Information Studies and Director of the Information Institute at Florida State University. Prior to his current position, he was a distinguished professor at the School of Information Studies, Syracuse University. McClure is the founder and, with John Carlo Bertot, has conducted the U.S. survey of public libraries and the Internet since 1994. He has written extensively on topics related to the planning and evaluation of information services, federal information policy and information resources management. Most recently, he co-authored *Public Libraries and Internet Service Roles: Measuring and Maximizing Internet Services* (ALA, 2008). www.ii.fsu.edu/~cmcclure.

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Susan Thomas has a Master's in Library Science and has sixteen years of work experience with Florida State University. At the Information Use Management and Policy Institute she has been responsible for development and submission of research proposals, management of Institute contracts and budgets, coordination of research projects, and management of project deadlines, deliverables and invoicing. She has taken a leading role in the planning, preparation and processes of the PL Internet survey mail out, and responding to and tracking of questions via phone and email. She also assists with report compilation and editing.

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Carla B. Wright is a Graduate Research Associate as well as Survey Manager at the Information Use Management and Policy Institute. She is a Ph.D. candidate at the College of Criminology and Criminal Justice at FSU, and has several years of data analysis and survey administration experience through her positions as both a Graduate Research Assistant and Project Manager at FSU. Her research interests include homicide and female criminal victimization. She has presented her research at several national conferences, been a contributing author on publications and research monographs, and serves as a manuscript reviewer for peer-reviewed journals.

Consultants

Peggy Barber

Peggy Barber is co-founder and partner of Library Communication Strategies, a consulting firm for libraries. She was formerly Associate Executive Director for Communication for the American Library Association (ALA), where she established the ALA Public Information Office, Public Programs Office and the ALA Graphics program, including the widely known "READ" poster series. She has chaired the National Coalition for Literacy and is president-elect of Friends of Libraries USA. She served as coordinator for the Orange County Cooperative Library System and as a reference librarian for the Bay Area Reference Center, San Francisco Public Library, before joining ALA. http://www.librarycomm.com.

Linda K. Wallace

Linda Wallace is co-founder and partner of Library Communication Strategies. She was formerly director of the ALA Public Information Office, where she developed and implemented creative strategies for National Library Week, Library Card Sign-Up Month, Teen Read Week and other public awareness campaigns. Wallace is the author of *Libraries, Mission and Marketing: Writing Mission Statements That Work* published by ALA Editions (2004), and has written and edited many other ALA publications. A journalism graduate of Ohio University (Athens), Wallace worked as a newspaper reporter before becoming community relations coordinator for the Mideastern Michigan Library Cooperative. http://www.librarycomm.com.

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